

MASS. HS30.702:D 54

UMASS/AMHERST



312066016599343

RESOURCES

EDUCATION

PRODUCTS

SERVICES

GOVERNMENT DOCUMENTS  
COLLECTION

AUG 03 1998

University of Massachusetts  
Depository Copy

# The Diabetes Help-Finder

## Resource Directory



Massachusetts Department of Public Health  
Diabetes Control Program



# **The Diabetes Help-Finder**

## **Resource Directory**

**Argeo Paul Cellucci, Governor**  
**William D. O'Leary, Secretary of Health and Human Services**  
**Howard K. Koh, MD, MPH, Commissioner of Public Health**

**Diabetes Control Program**  
**Division of Prevention**  
**Bureau of Family and Community Health**  
**Massachusetts Department of Public Health**  
**(617) 624-5070**

**October 1997**



---

# **The Diabetes Help-Finder**

## **EDUCATION SECTION (White Pages)**

### **Table of Contents**

Introduction .....	i
Acknowledgements .....	ii
Diabetes: What is it? .....	1
Gestational Diabetes .....	4
High Blood Sugar (Hyperglycemia) .....	6
Low Blood Sugar (Hypoglycemia) .....	8
Meal Planning .....	10
Self-Monitoring of Blood Glucose .....	12
Physical Activity .....	14
Diabetes Medication .....	16
Diabetic Eye Disease (Retinopathy) .....	18
Kidney Disease (Nephropathy) .....	20
Cardiovascular Disease.....	22
Neuropathy.....	24
Foot Problems .....	26
Managing Your Diabetes: A Team Approach .....	28

## **RESOURCE SECTION (Yellow Pages)**

---



Digitized by the Internet Archive  
in 2014

<https://archive.org/details/diabeteshelpfind00mass>



---

# Introduction

The ***Diabetes Help-Finder*** was written to help people with diabetes and their health care providers locate diabetes services and resources.

The directory is divided into two parts, similar to a phone book. The white pages at the beginning of the book provide information about diabetes. Topics such as low blood sugar, foot care, and meal planning are discussed. Each topic includes facts you should know, answers to commonly asked questions, recommended self-care practices, and how health care providers can help. The information contained in the white pages is not intended to replace a diabetes education program or individual teaching by a diabetes educator. The American Diabetes Association recommends that all people with diabetes receive education about how to manage their diabetes.

The yellow pages in the back of the directory provide lists of services and resources. For example, this section can help you locate a diabetes support group, or a diabetes education program, or help answer a question about health insurance.

Over time, some services listed in this directory may be discontinued and new services become available. If you know of a resource that is not listed in the ***Diabetes Help-Finder***, or if you find a listing that is no longer available or in error, please notify us by using the form in the back of the yellow pages.

Darcy Bacall, BSN, RN, CDE

Kate Alich, MS, RD

Diabetes Control Program  
Massachusetts Department of Public Health  
250 Washington Street, 4th Floor  
Boston, MA 02108-4619  
(617) 624-5070





---

# Acknowledgements

The **Diabetes Help-Finder** was developed based on the recommendations of health care professionals and consumers. We would like to express our appreciation to Karen Chalmers, RD, MS, CDE, who authored the educational section of the directory and to Semra Aytur, MPH, who contributed hours of telephone, computer and research time. We would like to thank the many people who contributed to the **Help-Finder** by either participating in focus groups, or reviewing and editing the directory.

David Alper, DPM  
Jo-Ann Barrett, RN, CDE  
David Beck, RPh  
Sheila Boone  
Maria Cabralas, RN, MS, CDE  
Laura Caldarola, RPh  
Cathy Carver, RNC, MS, CDE  
Jerry Cavallerano, OD, PhD  
Stuart Chipkin, MD  
Karen Chalmers, RD, MS, CDE  
Margaret Cleary, RN, MS, CDE  
Louise Dahlborg  
William Edgerton, DPM  
Charles Furey, RPh  
Isabelle Garcia, RN  
Victor Giannini, PharmD  
Beverly Halford, MPH, RD, CDE  
Pat Hanrahan, RN, CDE  
Debbie Jean  
Anne Kelly  
Julianne Kelly  
Shelly Leaf, RN, MS, CDE  
Barbara Lenehan, MD  
Barbara Lordan, RN, MPH, CDE

Arthur Massie  
Nancy Masys, RN, MS, CDE  
Karen Mellan, RN, CDE  
Melinda Morley, MS  
Cathy Mullooly, MS, CDE  
Jean Peck, RN, MS, CDE  
Joanna Reiff  
Sheila Rodrigues  
Ellie Rodriguez-Decker, JD  
Rosemary Sheehan, RN, CDE  
Jo Siebel, MD  
Laura Simpson, RN, MA, CDE  
Marshall Taitz, DPM  
Liz Taylor RD, MS, CDE  
Diane Thomas  
Janet Triant  
Carol Truchon, PA  
Lee Vasconcelos  
Ruth Ward, RNC, ANP, CDE  
Karen Wheelock, MSW  
Joan Whittington, RN  
Cathy Wright, RN  
Fannie Yohai, RD, MS, CDE  
John Zrebic, MSW, CDE

*This project was sponsored in part by a cooperative agreement, number U32/CCU102151-10, from the Centers for Disease Control and Prevention. We wish to express our appreciation to Eli Lilly & Company and Bristol-Meyers Squibb, Inc. who provided unrestricted educational grants which partially funded this project.*



---

# Diabetes

## What Is It?

**Diabetes** is a disorder that occurs when the body is not able to use food for fuel or energy. Glucose, the body's main fuel, is the simple sugar our body makes from food. A hormone called insulin, made in the pancreas, is needed to turn food into energy. Problems begin when a person does not make enough insulin or a person cannot use the insulin his or her pancreas does make. The result is high glucose (sugar) in the blood.

Good medical care is very important for people with diabetes. High blood glucose levels can lead to complications such as eye, kidney, and nerve disease. How do you know if you're getting good care? The American Diabetes Association (ADA) writes standards of medical care for people with diabetes. Please refer to pages 28-32 in the White Pages of this directory for a summary of the ADA recommendations for your medical care.

## Here Are Some Facts:

- **There are two types of diabetes:**

- **Type 1** or insulin dependent diabetes mellitus (IDDM) and **Type 2** or non-insulin dependent diabetes mellitus (NIDDM).
- Type 1 diabetes affects about 10% of all people with diabetes. It begins when the body stops making insulin or doesn't make enough. A person with Type 1 diabetes needs to take insulin injections.
- Type 2 diabetes affects about 90% of all people with diabetes. It begins when the body is not making enough insulin or the body makes insulin but cannot use it. A person with Type 2 diabetes may control diabetes with diet and exercise alone, or with diabetes pills and/or insulin.
- NIDDM does not become IDDM when a person switches to insulin. This person becomes an insulin-requiring person with non-insulin dependent or Type 2 diabetes.

---

# Questions Most Frequently Asked:

## How Did I Get Diabetes?

Type 1 diabetes often occurs suddenly in children and young adults. There is a genetic tendency for it, but not everyone with this tendency will develop diabetes. Type 1 diabetes is thought to be a disorder that destroys the cells which make insulin. Outside factors such as viral infections may also play a role.

Type 2 diabetes often occurs after the age of 40, although some adults may develop it sooner. Type 2 diabetes affects more women than men and often runs in families. Type 2 diabetes progresses more slowly than Type 1. Weighing too much, inactivity, and aging add to the risk of developing Type 2 diabetes.

## What Are The Symptoms Of Diabetes?

The following is a list of symptoms. However, many people with Type 2 diabetes have no symptoms at all.

- Frequent Urination
- Blurred Vision
- Slow Healing of Skin, Gums
- Urinary Tract Infections
- Dry, Itchy Skin
- Numbness/Tingling in the Feet
- Excessive Thirst
- Constant Hunger
- Sudden Weight Loss
- Weakness or Tiredness

## Who Can Help Me With My Diabetes?

Your basic Diabetes Team includes your doctor, a diabetes nurse educator and a diabetes nutrition educator. Other important team members may include an ophthalmologist (eye doctor), a podiatrist (foot doctor), exercise specialist and a social worker, psychologist or psychiatrist (to help you learn to deal with your diabetes on a day-to-day basis).

---

## **Here's What You Can Do:**

- Work with trained health care professionals who can help make living with diabetes much easier.
- Learn the skills needed to keep your blood sugar at a safe level.
- Follow your meal plan, stay active, take medicine if necessary, and test your blood sugar.
- Learn to live your life as a healthy person who happens to have diabetes.

## **Here's What Your Health Professionals Can Do:**

- Help you determine a safe level for your blood sugar.
- Lessen your chances of developing some of the complications that diabetes can cause later in life.
- Work out a realistic and individualized diabetes program so you can take charge of your health.



---

# Gestational Diabetes

## What Is It?

When a woman develops high blood sugars for the first time during pregnancy, she is said to have **gestational diabetes**. Gestational diabetes usually begins during the last trimester of pregnancy and usually goes away after the baby is born.

## Here Are Some Facts:

- The most important factor in gestational diabetes is how well the mother's blood sugar level is controlled during pregnancy.
- Women who develop this condition are at increased risk for developing Type 2 diabetes later in life.
- Treatment consists of an individualized food plan, exercise, insulin if needed, and close supervision by a doctor.

## Questions Most Frequently Asked:

### **When Should I Be Checked For Gestational Diabetes?**

Gestational diabetes is usually found between the 24-28th week of pregnancy.

### **What Are Some Symptoms Of Gestational Diabetes?**

Gestational diabetes often does not show clear symptoms, therefore, screening during the third trimester is important.

### **What Causes Gestational Diabetes?**

The exact cause is unknown. Pregnancy causes high levels of many hormones, which makes it harder for insulin to work.

### **Will I Still Have Diabetes After Delivery?**

The blood sugar for most women goes back to normal once the hormone levels go down. A small number of women will continue to have diabetes after the baby is born.

---

## **Here's What You Can Do:**

- Make regular visits to the doctor to assess your blood sugar control, weight, and blood pressure.
- Monitor your blood sugar daily during pregnancy as advised by your doctor.
- Have your blood sugar checked by the doctor during the first 6-8 week visit after delivery.
- Maintain good body weight and have yearly blood sugar testing, since there is a high risk of developing diabetes later in life.

## **Here's What Your Health Professionals Can Do:**

- Provide a food plan made especially for you. Your meal plan will provide good nutrition and the right amount of calories, and will be adjusted as your pregnancy progresses.
- Start insulin shots if a standard nutrition program does not control your blood sugar levels.
- Explain the risks of poorly controlled diabetes during pregnancy.
- Provide ongoing fetal-monitoring tests.



---

# High Blood Sugar (Hyperglycemia)

## What Is It?

**Hyperglycemia** is a condition that tells us that the blood sugar level is too high.

## Here Are Some Facts:

- As blood sugar rises and insulin levels decrease, the high level of sugar becomes poisonous to the body.
- If your body does not have enough insulin, it breaks down fat which leaves waste products (ketones) that can poison your body.
- Exercising when you have ketones can make blood sugar higher.
- If hyperglycemia is left untreated, it can lead to a diabetes coma in persons with Type 1 diabetes.

## Questions Most Frequently Asked:

### **What Causes Hyperglycemia?**

*Hyperglycemia results from:*

- too little diabetes medication
- not using insulin correctly
- eating too much
- infection or too much stress

### **What Are the Symptoms of Hyperglycemia?**

*Symptoms may include:*

- excessive urination and thirst
- weight loss
- dry mouth
- tiredness

---

### **How Do I Treat Hyperglycemia?**

- Hyperglycemia must be treated as soon as possible.
- Let people around you know what to do if your blood sugar is too high.
- Exercising and cutting down the amount of food you eat may help.
- Replacement of fluids is important.
- If you have Type 1 diabetes and your blood sugar is above 240 mg/dl, check your urine for ketones.

### **Here's What You Can Do:**

- Check your blood sugar every day
- Follow a regular physical activity routine
- Follow your meal plan
- Take the right amount of diabetes medication at the right time

### **Here's What Your Health Professionals Can Do:**

- Recommend changes in medication or the amount or timing of your insulin or pills.
- Adjust your food intake and set up a meal plan to regulate meals/snacks.
- Set up an individualized physical activity program to help diabetes control.

---

# Low Blood Sugar (Hypoglycemia)

## What Is It?

**Hypoglycemia** is a condition that tells us that the blood sugar is too low.

## Here Are Some Facts:

- If hypoglycemia is left untreated, it can lead to confusion or even coma.
- If you need help or pass out from hypoglycemia, emergency treatment should be given right away.
- Glucagon (a hormone that raises blood sugar levels) needs to be injected if you pass out.
- All persons with Type 1 diabetes should be given a prescription for glucagon and family members and friends should be taught how to use it.

## Questions Most Frequently Asked:

### **What Are The Causes of Hypoglycemia?**

*Hypoglycemia results from:*

- too much diabetes medication
- too much physical activity
- not eating enough food
- delayed or missed snacks and meals
- drinking too much alcohol on an empty stomach

### **What Are The Symptoms of Hypoglycemia?**

*Symptoms may include:*

- |                          |                   |
|--------------------------|-------------------|
| • shakiness              | • headaches       |
| • sweating               | • blurred vision  |
| • confusion/irritability | • dizziness       |
| • hunger                 | • fast heart beat |

---

### **How Do I Treat Hypoglycemia?**

- Hypoglycemia must be treated quickly.
- Immediately test your blood sugar and treat it yourself with a form of sugar like glucose tablets (2 or 3), juice (1/2 cup), or hard candy (7 Lifesavers).
- Rest while waiting for your blood sugar to return to normal.
- Fifteen minutes after treatment, test again. If your blood sugar level is still low, treat again.

### **Here's What You Can Do:**

- Let people around you know what to do if your blood sugar is too low.
- Keep quick-acting carbohydrate foods readily available (glucose tablets, hard candy, juice, regular soda).
- If you have Type 1 diabetes, keep a glucagon kit available and teach your family and friends how to use it.
- Carry diabetes identification with you at all times.

### **Here's What Your Health Professionals Can Do:**

- Teach your family and friends how to use glucagon if you lose consciousness.
- Recommend changes in medication or the amount or timing of your insulin or pills.
- Adjust your food intake and set up a meal plan to regulate meals/snacks.
- Recommend treatment foods that are quick-acting for low blood sugar.

---

# Meal Planning

## What Is It?

A **Meal Plan** is an individualized food plan for meals and snacks developed by a Registered Dietitian. The Meal Plan is based on what you like to eat. You can improve your blood glucose levels through your food choices.

## Here Are Some Facts:

- The food that is good for you is also good for your whole family.
- You do not need a lot of special diet foods.
- You can eat a wide choice of foods – variety in meal planning is “in.”
- Standardized “Diabetic Diets” are a thing of the past.
- It is no longer believed that reaching an “ideal” weight is necessary. Moderate weight loss can result in better control.

## Questions Most Frequently Asked:

### **Where Can I Get A Meal Plan For My Diabetes?**

A Registered Dietitian can make a meal plan that is tailored to your diabetes, medication, other medical problems, food preferences and lifestyle.

### **Do I Have To Eat Only Diet Foods?**

The food that is healthy for you is the same food that is healthy for people without diabetes. Rigid diets for diabetes are no longer used. The Dietary Guidelines for Americans give basic nutrition guidelines for you and your family. You can get a copy from:

**USDA Center for Nutrition Policy and Promotion**  
1120 20th St. NW  
North Lobby, Suite 200  
Washington, DC 20036  
(202) 208-2417

---

## **Do I Have To Give Up All Sugar?**

Sugar can be eaten in small amounts as part of a healthy meal plan. The long-held belief that sugar should be avoided is no longer supported by research. Instead, research shows that the amount of carbohydrate, not its source, (a baked potato vs. a cookie) is what affects blood sugar levels after meals.

## **Here's What You Can Do:**

- Try not to skip meals.
- Eat at least 3 meals and 2 snacks each day, especially if you are taking diabetes pills or insulin.
- Try to eat about the same amount of food at the same time each day.
- Cut down on foods and drinks with a lot of added sugar, fat, and salt.

## **Here's What Your Health Professionals Can Do:**

- Work out a food plan based on what you like to eat.
- Help you learn more about how food affects your diabetes.
- Teach you what, when, and how much to eat.



---

# Self-Monitoring of Blood Glucose

## What Is It?

**Self-Monitoring of Blood Glucose (SMBG)** is a way to see if diet, physical activity and medication are working and when to take action.

## Here Are Some Facts:

- Your blood sugar levels vary day to day and hour to hour.
- With diabetes, blood sugar rises much higher than normal after meals.
- With good diabetes care, a person can learn the right amount of food, physical activity and medication to keep blood sugar at close to normal levels.

## Questions Most Frequently Asked:

### **Why Should I Test My Blood Sugar?**

Blood sugar numbers that are constantly too high or too low are a sign of poorly managed diabetes. Testing helps you and your diabetes team adjust your eating and physical activity routine for good health. It also shows you how certain foods, activities, stress and illness affect your blood sugar level, and helps your doctor to adjust your diabetes medicine.

### **Can I Test My Blood Sugar At Home?**

Yes. There are two ways to do this: both involve the need to prick your finger in order to get a drop of blood. One test involves comparing colors on a chart by placing a drop of blood on a strip of paper that changes color. The other test uses a glucose meter that reads the strip of paper and displays your blood sugar level on a screen.

### **Isn't It Easier To Test Urine?**

Urine testing does not give accurate, up-to-date information about blood sugar levels.



---

### **When Do I Test My Blood Sugar?**

It is a good idea to test your blood sugar before meals or as suggested by your doctor.

### **What Should The Numbers Be?**

The level of glucose for people without diabetes is usually between 60-120 mg/dl. An example of an average range for someone with diabetes might be 80-160 mg/dl. Remember, though, that each person is different and you should ask your doctor what are the best numbers for you.

## **Here's What You Can Do:**

- Buy a home blood glucose meter or visually-read strips after checking with your diabetes educator about the best choice for you.
- Keep a record of your blood sugar results to chart your progress or problems.
- Bring your blood sugar record to all appointments with your diabetes team.

## **Here's What Your Health Professionals Can Do:**

- Help you set up a blood sugar testing plan to fit your lifestyle and a target range for your blood sugar levels.
- Teach skills such as blood sugar monitoring and how to interpret and use the results, and how to maintain control on sick days and when traveling.
- Measure your blood sugar levels with a test called a **Glycohemoglobin** or **Glycohemoglobin A1c** to show what your control has been over the past 2-3 months and explain the results.

---

# Physical Activity

## What Is It?

Regular **physical activity** (exercise) can benefit people by improving blood sugar control and creating overall fitness. A diabetes educator or physical activity physiologist will tailor an individualized physical activity program to your age, what you are physically able to do, and what you like to do.

## Here Are Some Facts:

- Physical activity can help your body better use the insulin it makes and lower your blood sugar levels.
- Physical activity helps keep the blood flowing and the heart pumping.
- Your blood pressure, weight and cholesterol level can also be lowered with physical activity.
- Physical activity at regular intervals is most helpful in lowering blood sugar levels.
- Most people on diabetes medication must be careful when starting a physical activity program as both physical activity and medication lower blood sugar.

## Questions Most Frequently Asked:

### **How Long Do I Have To Exercise?**

Begin with a 5-10 minute warm-up of the activity performed slowly, gradually increasing to 20 minutes of the activity, and ending with 5 minutes of slow-down and stretching. Generally, 30 minutes, 3-5 times a week.

### **Do I Have To Buy A Lot Of Special Equipment?**

Physical activity can be as simple as walking and does not require special equipment.

### **How Does Physical Activity Help Me Lose Weight?**

Physical activity will help you lose body fat instead of muscle, which can happen when cutting down on food alone. The addition of physical activity helps you burn extra calories to speed up weight loss, builds and tones muscles, and helps you relax.

---

## **Here's What You Can Do:**

- Check with your doctor before starting an physical activity program.
- Begin physical activity slowly, and start with something easy, like walking.
- Pick the time of day that is best for you to perform physical activity, so it is convenient and easier to fit in.
- Check to see how physical activity affects your blood sugar levels.
- Check your blood sugar before and after exercise if you use diabetes medicine.
- Carry diabetes identification with you at all times.
- Carry something to eat that contains sugar in case of low blood sugar.
- If you have Type 1 diabetes and your blood sugar level is above 240 mg/dl, test your urine for ketones before exercising. If you find ketones in your urine, don't exercise until your diabetes is in better control.

## **Here's What Your Health Professionals Can Do:**

- Help you understand the effect of physical activity on diabetes control.
- Help you find activities you enjoy, so you will want to do them on a regular basis.
- Fit your physical activity program to your own health needs.
- Show you when to eat an extra snack before or after exercise.

---

# Diabetes Medication

## What Is It?

**Diabetes medication** (pills or insulin) helps lower your blood sugar levels. All persons with Type 1 diabetes must use insulin because their bodies stop producing it.

## Here Are Some Facts:

- Sometimes when persons with Type 2 diabetes lose weight, they may not have to continue taking diabetes pills or insulin.
- Diabetes medication will not help unless you follow a meal plan, a physical activity routine and lose weight.
- Diabetes pills can work for a while and then stop working. When this happens, another kind of pill or insulin may be used.
- Insulin must be injected and cannot be taken by mouth.
- If you skip meals when taking diabetes medication, your blood sugar level may fall too low.

## Questions Most Frequently Asked:

### **What Are The Different Kinds Of Insulin?**

Insulin can come from an animal or human source, which is made in a lab. Short-acting insulin, called **R** or Regular, begins to work in about half an hour and stops working in six to eight hours. Intermediate-acting insulin, called **N** (NPH) or **L** (Lente) begins to work in about two hours and lasts for ten to sixteen hours. Long-acting insulin, called **U** or Ultralente, takes several hours to start working and lasts about 24 hours. Your doctor will decide which kind of insulin you should use and how much you should take.

### **When Do I Take Insulin?**

Amounts and times are individualized to a person's eating habits and activity level.

---

### **When Do I Take Diabetes Pills?**

Most diabetes pills are taken in the morning and sometimes before the evening meal as well. One kind should be taken 30 minutes before eating. Your doctor will give you instructions about timing and how much to take.

### **What Are Some Side Effects Of Diabetes Pills?**

Possible side effects may include low blood sugar, skin rashes, stomach upset, and sometimes a reaction to alcohol.

### **Will I Have to Use Insulin in the Future if I'm Using Diabetes Pills Now?**

Taking insulin may be necessary as your body changes and requires more help.

## **Here's What You Can Do:**

- Eat the same amount of food every day and do not skip meals when on diabetes medication.
- Be careful with extra activity, by testing blood sugar, to see if additional food is needed.
- Contact your doctor if you have any side effects.

## **Here's What Your Health Professionals Can Do:**

- Change the amount and timing of medication to improve your diabetes control.
- Monitor all of your medications to prevent interactions with the diabetes medication.
- Teach you how to inject insulin (shots).
- Recommend sites for injecting insulin (shots).
- Show you when to eat an extra snack before or after extra exercise.



---

# Diabetic Eye Disease (Retinopathy)

## What Is It?

**Retinopathy** is a serious eye problem that can develop with diabetes. The small blood vessels in the eyes can be damaged by high blood sugar levels and break, leak or bleed into the inside of the eye.

## Here Are Some Facts:

- Finding and treating eye problems early can help save your sight.
- Eye damage may not affect your vision until problems have already occurred.
- Only about half of the people with diabetes receive regular eye care.
- Proper examination techniques are best done by a doctor trained in diabetic eye disease or an ophthalmologist.

## Questions Most Frequently Asked:

### **What Are Some Signs Of Eye Disease?**

Signs may include blurred vision, flashing lights, dark spots or eye pain.

### **How Often Should I Have My Eyes Checked?**

Generally, eyes should be examined at least once each year by an experienced eye doctor.

### **Why Do I Have Blurred Vision When My Blood Sugar Is Out Of Control?**

When blood sugar is not in good control, the fluids in the body are changing. Fluid may enter or exit the lens of the eye. The blurred vision is only temporary and should improve when blood sugar is in better control.

---

## **Are There Other Eye Problems Related To Diabetes?**

The following eye diseases may be more common in people with diabetes:

- **Glaucoma** – too much pressure in the eye causing permanent damage.
- **Cataract** – light is blocked when the lens of the eye becomes clouded. Cataracts can be corrected by eye doctors.
- **Macular Edema** – fluid leaks from the tiny blood vessels into the area of the eye that is responsible for clear and color vision.

## **Here's What You Can Do:**

- Have your eyes examined at least once a year.
- Check your blood pressure routinely.
- Keep blood sugar in control by eating properly, exercising, staying at your desired weight and taking medication as directed by your doctor.

## **Here's What Your Health Professionals Can Do:**

- Help you achieve good blood sugar and blood pressure control.
- Perform laser surgery or other corrective procedures to improve vision.
- Provide low vision devices and educational materials.
- Refer you to low vision rehabilitation if your sight has decreased making routine tasks difficult.



---

# Kidney Disease (Nephropathy)

## What Is It?

**Nephropathy** is a serious kidney problem that can develop with diabetes. The small blood vessels in the kidneys can be damaged by high blood sugar levels. Over time, the kidney may not be able to filter blood properly, allowing waste products to build up in the body.

## Here Are Some Facts:

- Kidneys remove waste products in the blood and filter them out of the body through the urine.
- Water in the body is kept in the right balance by the kidneys.
- Kidney disease affects more people with Type 1 diabetes.
- People who have serious kidney problems may need a dialysis machine to do the work of the kidneys.

## Questions Most Frequently Asked:

### **What Are Some Symptoms Of Damaged Kidneys?**

Symptoms may include swelling of the feet, loss of appetite, skin problems, poor blood sugar control and tiredness. People with early kidney damage may have no symptoms.

### **What Foods Need To Be Cut Down If I Have Kidney Disease?**

It is best to cut down on foods such as meat, dairy, cheese and eggs or protein foods.

### **What Is The Best Way To Prevent Kidney Disease?**

One of the best ways to take care of your kidneys is to keep your blood sugar and blood pressure in good control.

---

## **Here's What You Can Do:**

- Check blood pressure regularly (at least twice a year).
- If your doctor has recommended medicine for high blood pressure, take it regularly.
- Decrease the amount of animal foods you eat as advised by your nutrition educator.
- Promptly treat any urinary infections.
- Follow a regular physical activity routine and lose extra weight.
- Check your blood sugar frequently.

## **Here's What Your Health Professionals Can Do:**

- Check for albumin or protein in your urine yearly.
- Test your blood to measure how well your kidneys are working.
- Teach you how to decrease foods containing high amounts of protein and salt.
- Teach you how to monitor your own blood pressure.
- Find and treat urinary infections with antibiotics.

---

# Cardiovascular Disease

## What Is It?

Heart and blood flow problems are very common in people with diabetes. The **cardiovascular** system includes the heart, which is a pump and blood vessels which are tunnels that carry blood throughout the body. Cardiovascular problems occur when these tunnels become thick or blocked.

## Here Are Some Facts:

- Tunnels that carry blood away from the heart are called arteries.
- Tunnels that carry blood back to the heart are called veins.
- Together the arteries and veins carry fuel and oxygen to all parts of the body.
- When arteries are partly blocked, you may feel pain. This pain is called angina.
- If blood flow to the heart is blocked, you have a heart attack.
- If blood flow to the brain is blocked, you have a stroke.

## Questions Most Frequently Asked:

### **Why Do I Have Leg And Calf Pain When Walking?**

This pain may come from blocked blood vessels that supply blood to the legs and feet.

### **Why Do So Many People With Diabetes Have Heart Disease?**

People with diabetes often develop heart disease and it is thought that they may have higher amounts of fats in the blood, which makes the tunnels smaller.

### **What Will Increase My Risk Of Getting Heart Disease?**

Along with having diabetes, other risk factors include being overweight, having high blood pressure, smoking, high levels of cholesterol in the blood and family history of heart disease.

---

## **Here's What You Can Do:**

- Keep your blood sugar and blood pressure in good control.
- If you are overweight, you should lose weight.
- Start or increase exercise as advised by your doctor.
- Take all medications regularly as suggested by your health care provider.
- Limit your intake of salt.
- Eat foods that are low in fat.
- Do not smoke.

## **Here's What Your Health Professionals Can Do:**

- Provide guidelines for weight loss, if needed, to decrease blood sugar and blood pressure and lower your risk of heart disease.
- Advise you how to decrease fat, cholesterol and salt in your diet.
- Schedule regular blood pressure and blood tests to check your risk of heart and blood flow problems.
- Provide information on how to stop smoking.

---

# Neuropathy

## What Is It?

Diabetes can damage nerve cells that send signals through the body. When this happens, it is called **neuropathy**. This painful and often disabling disorder is often described as “loss of feeling in the feet and hands.”

## Here Are Some Facts:

- It is thought that the cells that cover nerves in our body swell and pinch the nerves when blood sugar is high.
- Nerves and covering cells will die if swelling continues and they cannot regrow.
- There are two types of neuropathy: one affects the feelings in the legs or hands; the other affects nerves that control the stomach or urinary tract.

## Questions Most Frequently Asked:

### **What Are The Symptoms Of Nerve Damage?**

Symptoms may include pain, burning, tingling, numbness or “pins and needles.” Nerve damage can also cause stomach and bowel problems, increased sweating, and sexual problems.

### **Is There Any Medicine I Can Take For The Pain From Neuropathy?**

Your doctor may recommend non-narcotic pain relievers to relieve inflamed nerves.

### **Do The Symptoms Of Neuropathy Disappear?**

The symptoms can continue for some time, but most disappear completely or improve with good blood sugar control.

---

## **Here's What You Can Do:**

- Keep your blood sugar in good control to prevent nerve damage.
- Check your feet and hands regularly for minor injuries, as you may not always know when injuries occur because of loss of feeling.
- Report any pain or numbness in hands or feet to your doctor.
- Use pain pills as directed by your doctor.

## **Here's What Your Health Professionals Can Do:**

- Recommend treatment for each kind of neuropathy.
- Prescribe non-narcotic pain relievers or other pills that may help people with neuropathy.
- Set up a diabetes management program to keep your blood sugar in control.



---

# Foot Problems

## What Are They?

High blood sugar can limit your ability to fight infection. Infection and wounds that will not heal put people with diabetes at high risk for **foot problems**.

## Here Are Some Facts:

- Nerve damage, poor blood flow and infections can cause serious foot problems, even amputations.
- The healing process may be very slow because of poor blood flow to the feet.
- Numbness in the feet may cause an injury to become infected, as it may not be noticed right away.
- A daily routine of foot care will help to avoid foot problems.

## Questions Most Frequently Asked:

### **What Are The Symptoms Of Poor Circulation?**

Some of the symptoms include dry skin, cold feet, redness of feet, low or absent pulses in the feet, and hair loss on the feet.

### **What Is The Best Way To Prevent Foot Infections?**

- Check your feet on a daily basis.
- Wash your feet daily in warm water with mild soap. Do not soak your feet.
- Dry your feet carefully, particularly between the toes. Moisture allows germs to grow.
- Restore moisture to dry skin with a cream recommended by your doctor. Do not apply between your toes.
- Use an emery board to trim your nails straight across. Do not cut into the corners.
- Thick or yellowed nails, corns and calluses or redness need expert care from a podiatrist (foot doctor).



- 
- Do not walk barefoot – wear shoes and socks, particularly when you walk on hot or cold surfaces. Be sure your shoes fit well.
  - Wear clean socks/stockings every day and change them during the day if your feet sweat.
  - Change your shoes twice a day.

## **Here's What You Can Do:**

- See your health provider regularly and have your feet examined at each visit. Take your shoes off as a reminder to the doctor.
- Do not walk barefoot, even indoors. Protect your feet from heat and cold.
- Wear shoes that fit well and protect your feet.
- Stop smoking as this affects blood flow.
- Keep your feet moisturized.

## **Here's What Your Health Professionals Can Do:**

- Teach you how to prevent and treat foot problems.
- Check your feet at every visit.
- Check your foot pulses to detect blood flow problems.
- Improve the blood flow to your legs and feet.

---

# **Managing Your Diabetes: A Team Approach**

## **The Diabetes Team**

Diabetes is a complicated disease, which your doctor probably cannot treat alone. Your care should come from a team including your doctor, nurses, a dietitian, and an eye doctor. Other specialists, such as a counselor or foot doctor, may be included if necessary.

## **The Goal of Diabetes Treatment**

The main goal of diabetes treatment is to keep your blood sugar level as close to normal as is safely possible. Most aspects of your care – measuring blood sugar, taking medicines, exercising, planning meals – are aimed at helping you reach your target blood sugar level.

The suggested goals for blood sugar are usually 80-120 milligrams per deciliter (mg/dl) before meals and 100-140 mg/dl at bedtime. Your doctor may set different targets for you, depending on other factors, such as how often you have low blood sugar reactions.

Because people with diabetes are responsible for so much of their own care, your health-care team should spend time teaching you how to build diabetes care into your lifestyle.

Good medical care is very important for people with diabetes. The American Diabetes Association (ADA) has developed guidelines for good diabetes care. These guidelines give your doctor the most up-to-date information on diabetes care. They also give you a way to check whether your doctor is doing a thorough job of treating your diabetes. For more information, call the American Diabetes Association at (800) DIABETES. See page 32 for a checklist of diabetes tests.

---

## Seeing a Doctor

At your first visit to a doctor who will treat your diabetes, the doctor should ask about your life, diabetes complications, and previous diabetes care. You should have a full physical exam, as well as lab tests on your blood and urine to check your blood sugar, glycosylated hemoglobin (average blood sugar over the past few months), lipids (cholesterol), and urine protein. A checklist including recommended intervals for these tests is given on page 32 of this directory. Your doctor may order more tests based on your age, diabetes complications, or symptoms. Finally, your health care team should work with you to make a plan for managing your diabetes.

During your visit, the health care team should:

- Measure your height and weight
- Check your blood pressure, pulse, and reflexes
- Look in your eyes, ask about vision problems, and recommend a visit to an eye doctor
- Look in your mouth and ask about your dental health
- Feel your neck to check your thyroid gland and your abdomen to check your liver and other organs
- Listen to your heart
- Examine your hands and your bare feet, checking foot sensation and pulses
- Check your skin, especially at injection sites if you use insulin
- Ask about your life with diabetes, results of past lab tests, and your current care plan
- Ask about your eating and physical activity habits and weight history
- Take blood and urine samples and ask if you've had urine ketones or low blood glucose reactions
- Perform an electrocardiogram test (EKG)
- Ask if you've had complications, what treatments you received, and what medications you are taking now
- Ask about risk factors for heart disease, such as smoking, high blood pressure, poor eating and exercise habits, high cholesterol, and family history
- Ask about any other medical problems you have had and whether any of your close relatives have diabetes
- If you are a woman with children, ask about problems you may have had while pregnant

---

At the first visit, your team should also work closely with you to develop a diabetes care plan. This plan should take into account your daily schedule, how active you are, what and when you like to eat, your cultural background, and any other medical problems you have.

A complete diabetes care plan should include:

- Short- and long-term goals on which you and the members of your health-care team agree
- A list of any medicines you will use to control your diabetes
- A dietitian's advice on planning your meals
- A list of lifestyle changes you should make, such as exercising more or stopping smoking
- Teaching sessions for you and your family. These should include, at least, information about your medication, how and when to measure your blood sugar and urine ketones, how to keep records, and how to treat low blood sugar reactions
- A plan for seeing an eye doctor, a dentist, a foot doctor, or other specialist, if necessary
- A birth control and pre-pregnancy plan, if you are a woman of childbearing age
- Instructions on when to call and return to the doctor's office

## Follow-up Visits

If you take insulin or if you're having trouble controlling your glucose levels, you should see your doctor at least every 3 months. Otherwise, you should see your doctor 2-3 times each year. You may need more frequent visits if you have diabetes complications or if you are starting a new medicine or insulin program. You may need to stay in touch with your health care team by phone every week, or even every day, if you are making big changes in your diabetes care plan. Finally, you may need to call or come in if you have any illnesses that affect your diabetes care.

During follow-up visits, expect your health care team to give you a brief physical exam (you should have a full physical exam once a year), ask many of the same questions they asked during the first visit, run lab tests, fine tune your treatment plan, and refer you to specialists as needed.



---

At each follow-up visit, your team should also:

- Check your blood sugar records and ask about the times you have had high or low blood sugar levels
- Ask what problems you have had and what adjustments you have made to your care plan
- Ask what other illnesses you have had since your last visit and what medications you are taking now
- Ask if your life has changed in any major way since the last visit
- Review your treatment plan to measure your progress

## **Special Notes for Children**

In children with diabetes, healthy growth and development depends on good nutrition and appropriate amounts of insulin. Height and weight should be recorded on a growth chart at every diabetes checkup. Frequent lab tests, including glycosylated hemoglobin levels, are very important to ensure good diabetes control.

The health care team should help your child set a target range for blood sugar levels. Target ranges for young children are usually broader than those set for teens or adults. For example, a preschooler's target range might be 80-180 mg/dl instead of 80-120 mg/dl.

To help your child reach and keep blood sugar levels in that target, the health care team needs to help develop an individualized plan. Flexibility is key to ensuring your child's emotional well-being and to meeting lifestyle needs in school, with friends, and at home.

---

## Checklist of Recommendations for Diabetes Care:

Tests	Date Done			How Often
HbA <sub>1c</sub>				Every 3 months for Type 1 diabetes; Every 6 months for Type 2 diabetes
Weight				Every visit
Foot Exam				Every visit
Blood Pressure				Every visit
Cholesterol/LDL				Once a year
Triglycerides				Once a year
Protein or Albumin				Once a year
Eye Exam				Once a year
Flu Shot				Once a year
Dental Exam				Once a year

### Review with Your Doctor/Diabetes Educator Once a Year:

Meal Plan  
Exercise Plan  
Medications  
Drawing and Injecting Insulin  
Blood Sugar Testing  
Safety Check on Meter  
High/Low Blood Sugar  
Foot Care  
Sick Day Management  
Stress Management  
Tobacco Use

To order a Wallet Card with this  
information, call or write:

**Becton Dickenson  
Consumer Products  
1 Becton Dr.  
Franklin Lakes, NJ 07417  
1-800-237-4554**







# **Diabetes Help-Finder**

## ***Resource Information Form***

- ☐ I am reporting a new resource for people with diabetes.
- ☐ I am reporting a change of information for a resource you have listed in your manual.

**Name** (*Facility, Agency, etc.*): \_\_\_\_\_  
(*please print*)

**Street Address:** \_\_\_\_\_

**City/Town:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone:** ( \_\_\_\_\_ ) \_\_\_\_\_ **Fax:** ( \_\_\_\_\_ ) \_\_\_\_\_

**Contact Person:** \_\_\_\_\_ **Phone:** ( \_\_\_\_\_ ) \_\_\_\_\_

***Please describe the services offered:*** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Your Name:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**City/Town:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone:** ( \_\_\_\_\_ ) \_\_\_\_\_

*Mail this form to:*  
**Diabetes Control Program**  
**MA Department of Public Health**  
**250 Washington St., 4th Floor**  
**Boston, MA 02108**

***Thank you for your contribution, which will strengthen future editions of this manual.***  
Please make copies of this form for future use.



---

# **The Diabetes Help-Finder**

## **RESOURCE SECTION (Yellow Pages)**

### **Table of Contents**

<b>Diabetes Information and Referral.....</b>	<b>1</b>
<b>Printed Educational Materials and Videos .....</b>	<b>4</b>
<b>Services and Resources for Non-English Speaking People and Ethnic/Cultural Organizations .....</b>	<b>8</b>
Chinese .....	8
Vietnamese.....	8
Haitian .....	8
Hispanic/Latino .....	8
Native American .....	9
Portuguese.....	9
Russian.....	9
<b>Health Care .....</b>	<b>10</b>
Health Services in Massachusetts .....	10
ADA Recognized Diabetes Education Programs .....	10
Community Health Centers.....	11
Home Care.....	12
Veteran's Services.....	12
How To Find a Diabetes Educator In Your Area .....	13
Specialty Services .....	13
Eye Care .....	13
Resources For The Visually Impaired .....	14
Foot Care.....	19
Therapeutic Shoes.....	20
Services For The Deaf and Hard Of Hearing .....	20
Services For Persons With Disabilities .....	21
Mental Health Services .....	21
Impotence Information .....	21
Paying for Health Care .....	22
Diabetes and Health Insurance .....	22
Medicare .....	22
Medicaid.....	24
National Resources for Information about Health Insurance ..	25
Learn The Insurance Language .....	25
Insurance Benefits Checklist .....	26

---

---

<b>Medication and Supplies .....</b>	<b>27</b>
Insulin .....	27
Diabetes Pills .....	27
Other Medications .....	29
Prescription Drug Delivery Services .....	29
Lower Cost Medications and Supplies .....	29
Blood Glucose Strips .....	30
Blood Glucose Meters .....	30
Medic-Alert ID Bracelets .....	31
<b>Nutrition .....</b>	<b>32</b>
Eating Disorders .....	32
Cookbooks and Recipes .....	33
<b>Physical Activity .....</b>	<b>34</b>
<b>Social Services .....</b>	<b>35</b>
Support and Education Groups .....	35
Food .....	40
Housing .....	41
Transportation .....	41
<b>Making An Impact:</b>	
<b>Communicating With Policymakers .....</b>	<b>44</b>

---



---

# Diabetes Information & Referral

The following organizations help people with diabetes locate local health care professionals and programs that specialize in diabetes:

**American Diabetes Association, Mass. Affiliate .....(800) 229-2559**  
**2 Mount Royal Avenue (508) 786-9520**  
**Marlborough, MA 01752**

The American Diabetes Association (ADA) is the nation's leading volunteer health organization concerned with diabetes research, information, and advocacy. The Massachusetts Affiliate serves more than 350,000 Massachusetts residents with diabetes and their families. The ADA educates health professionals, the general public, and legislators about diabetes. Services include:

- Educational materials (some available in Spanish)
- Information, advocacy, and referral
- Patient and professional education
- Family support weekends
- School nurse programs
- National Recognition Program for diabetes patient education programs
- Advocacy activities: Diabetes Day on the Hill; Delegates for Diabetes
- Public awareness activities

**Diabetes Association Inc.....(508) 672-5671**  
**101 Rock St., P.O. Box 1525**  
**Fall River, MA 02722**

The Diabetes Association Inc., serving southeastern Massachusetts and Rhode Island, is dedicated to improving the health and well-being of people with diabetes and their families, increasing knowledge of diabetes to encourage early diagnosis and effective treatment, supporting research for a cure, and encouraging the free exchange of information among health care professionals to improve the standards of diabetes care in the community. The organization serves the geographic area of southeastern Massachusetts and Rhode Island. Services include:

- Education, information, and referral for people with diabetes and their families
- Lending Library: books, cookbooks, and videos
- Materials available in other languages: Portuguese, Spanish, Khmer
- ACCESS Better Control of Diabetes Program: At-home diabetes teaching and includes nutritional counseling for eligible persons with diabetes (also available in Portuguese and Khmer)
- Diet Education Classes: Four-week program on meal planning, sick days, eating out, exercise, and more
- Resources for professionals
- Community awareness programs on diabetes
- Youth Sports and Support Group for ages 8-16
- Summer Day Camp
- Parent Support Groups

---

**Greater Boston Diabetes Society .....(617) 731-2972**  
**1330 Beacon St.**  
**Brookline, MA 02146**

The Greater Boston Diabetes Society (GBDS) is a non-profit, community-based health agency dedicated to promoting the well-being of people with diabetes and those at risk of developing the disease. The GBDS provides information to people of all ages about the symptoms, risk factors, complications, and management of diabetes. They conduct a variety of programs throughout Eastern Massachusetts. Programs include:

- NUWAVE (Nutrition Understanding, Well-Being and Values Enhancement): An elementary school health education program led by a nurse educator
- Classes in Diabetes Awareness: Nutrition and weight control for people with newly diagnosed diabetes, their families and the general public. Classes are usually one-hour sessions held over consecutive weeks and tailored to school, community, and business settings
- Nurse Training: Two in-service seminars are offered for nurses: "Medical Management of Diabetes" and "Nutritional Management of Diabetes" — both courses are approved by the Massachusetts Nurses Association
- Diabetes Screenings: Staff registered nurses conduct screening programs at businesses, social and health organizations, and stores. The companies, organizations, or individuals being tested pay a nominal charge for the screenings.
- Speakers Bureau: Physicians and allied health professionals are available as keynote speakers, panelists, and conference presenters.

**Juvenile Diabetes Foundation .....(800) 640-0987**  
**20 Walnut St., Suite 201**  
**Wellesley, MA 02181**

The Juvenile Diabetes Foundation is a voluntary health agency dedicated to supporting research in the cause, cure, treatment, and prevention of Type 1 diabetes and its complications.

Brochures about diabetes are available, as well as a magazine for people with diabetes and their families. Some information is available in Spanish. Call for an order form.

---

**Massachusetts Diabetes Control Program .....(617) 624-5070**

**Massachusetts Department of Public Health  
250 Washington St., 4th Floor  
Boston, MA 02108**

The Massachusetts Diabetes Control Program (MDCP) is federally funded by the Centers for Disease Control and Prevention (CDC) and administered by the Massachusetts Department of Public Health. The MDCP encompasses a diverse range of programs and outreach activities aimed at reducing the burden of diabetes and its complications in Massachusetts:

- Resource and referral information line
- Professional training and education
- Community-based Latino Outreach Program
- Free educational brochures on:
  - Eye Care (English, Spanish, and Haitian Creole)
  - Foot Care (English, Spanish, and Haitian Creole)
  - Gestational Diabetes (English and Spanish)
  - Preexisting Diabetes and Pregnancy (English and Spanish)
  - Basic Nutrition (English)
  - Diabetes Screening (English, Spanish, and Haitian Creole)

## **For Health Care Professionals:**

**Diabetes Education for Health Professionals.....(617) 638-7475**

**Boston Medical Center  
Contact: Carrie Stewart, RN, MSN, CDE**

This program provides basic information on diabetes care and management, while incorporating principles of patient education. It is designed for nurses working in ambulatory and community settings.

**International Diabetes Center .....(612) 993-3393**

**3800 Park Nicollet Blvd.  
Minneapolis, MN 55416**

Offers intensive week long course, *Team Management of Diabetes*, for health care professionals.



---

# Printed Educational Material and Videos

Several organizations publish booklets, magazines, cassettes, or videos about diabetes. Some are free; some have a minimal charge.

**American Diabetes Association, Mass. Affiliate ..... (800) 229-2559**  
**2 Mount Royal Avenue (508) 786-9520**  
**Marlborough, MA 01752**

Brochures about diabetes, complications, diet, exercise, and other topics are available, as well as a monthly magazine, *Diabetes Forecast*. Articles about diabetes-related subjects, such as insurance and employment issues, may be requested. Call for a free publication booklet that lists the many books and publications available for both professionals and consumers. Some consumer information is available in Spanish.

**Becton Dickenson ..... (800) 237-4554**  
**Consumer Products**  
**1 Becton Dr.**  
**Franklin Lakes, NJ 07417**

"My Personal Diabetes Care Card", a wallet-sized reminder card that lists the recommended schedule of diabetes-related health visits. Call for a free literature package on diabetes.

**Diabetes Association Inc. .... (508) 672-5671**  
• Lending Library: books, cookbooks, and videos  
• Materials available in other languages: Portuguese, Spanish, Khmer

**Diabetes Interview ..... (415) 387-4002**  
**3715 Balboa St.**  
**San Francisco, CA 94121**

A monthly diabetes magazine (\$17.95/year).

**Diabetes Self-Management ..... (303) 678-0439**  
**PO Box 52890**  
**Boulder, CO 80322**

A bi-monthly magazine to help people with diabetes manage their condition. Includes articles about special aids, diet, exercise, medications, research, and diabetes education (\$18.00/year).

---

**Eli Lilly & Co.....(800) LillyRx (545-5979)**

**Lilly Corporate Center  
DC: 1841  
Indianapolis, IN 46285**

Educational materials:

**“Managing Your Diabetes:”** A comprehensive system of patient education materials, available in English and Spanish versions, that includes:

- “Basic Facts About Diabetes:” A manual containing basic survival information about diabetes
- Brochures on: “Traveling with Insulin”, “How to Manage Gestational Diabetes”, “Controlling Your Blood Sugar”, “Preparing and Injecting Insulin”, “Caring For Your Feet”, “Planning Your Meals”, “Getting Started with Exercise”, and “Stages of Care”
- Self-Care Diary
- “Managing Your Diabetes” and Lilly’s brochures are available in Spanish

**Environmental Protection Agency (EPA).....(800) 424-9346**

**401 M St. SW  
Washington, DC 20460**

Information on syringe disposal and the Resource Conservation and Recovery Act (RECRA).

**Joslin Diabetes Center Publication Office.....(800) 344-4501**

**1 Joslin Place  
Boston, MA 02215**

Resources include information about managing diabetes, cookbooks, and a video entitled *Know Your Diabetes, Know Yourself*. Medical books and a video for professionals are also available. Call Joslin for a free publication list that describes the many materials available.

**Juvenile Diabetes Foundation .....(800) 640-0987**

**20 Walnut St., Suite 201  
Wellesley, MA 02181**

Brochures about diabetes, complications, diet, and exercise are available, as well as a magazine for people with diabetes and their families. Some information is available in Spanish. Call for an order form.

You can order books and videos on topics such as:

- “Managing Your Child’s Diabetes”
- “Parenting a Diabetic Child”
- “Kids, Food, and Diabetes Cookbook”

---

**International Diabetes Center (IDC) .....(612) 993-3393**

**3800 Park Nicollet Blvd.  
Minneapolis, MN 55416**

Provides low cost educational material on various subjects related to diabetes.  
Available also in Spanish and Russian as well as low-literacy English and Spanish.

**Massachusetts Diabetes Control Program .....(617) 624-5070**

Free educational brochures on:

Eye Care (English, Spanish, and Haitian Creole)  
Foot Care (English, Spanish, and Haitian Creole)  
Gestational Diabetes (English and Spanish)  
Preexisting Diabetes and Pregnancy (English and Spanish)  
Basic Nutrition (English)  
Diabetes Screening (English, Spanish, and Haitian Creole)

**National Diabetes Information Clearinghouse .....(301) 654-3327**

**1 Information Way  
Bethesda, MD 20892-3560**

The Clearinghouse answers inquiries; develops, reviews, and distributes publications; and works closely with professional and patient organizations and government agencies to coordinate information resources about diabetes. Publications include booklets, catalogs, audio-visual materials, news bulletins, journal article reprints, and other resources on a wide variety of topics. Most consumer materials are free; call for an order form. Many publications are also available in Spanish.

**National Diabetes Outreach Program (NDOP) .....(800) GET-LEVEL (438-5383)**

**1 Diabetes Way  
Bethesda, MD 20892-3600**

Call to order a free diabetes information kit called "Do Your Level Best."

**Novo Nordisk Pharmaceuticals, Inc. ....(800) 727-6500**

**Novo Diabetes Care  
100 Overlook Center, Suite 200  
Princeton, NJ 08450-7810**

- Educational materials (also available in Spanish)
- "Inside Information on Health Insurance:" A free booklet about health insurance for people with diabetes.



---

**Pennsylvania Diabetes Academy.....(717) 558-7750 x271**

**777 East Park Dr.  
P.O. Box 8820  
Harrisburg, PA 17105-8820**

- Low literacy materials
- Flip charts available in English and Spanish
- Foot care video

**Resources for Rehabilitation.....(781) 862-6455**

**33 Bedford St., Suite 19A  
Lexington, MA 02173**

Publishes *Living With Diabetes* and *Living With Diabetic Retinopathy*, large print publications that describe service organizations, publications, and special equipment Available in quantities to healthcare providers. Call or write for a complete publication list.

**Terumo Medical Corporation .....(800) 283-7866**

“Dealing With Diabetes-How to Inject Insulin”, a brochure describing the steps in preparing and administering an insulin injection.

---

# Services for Non-English Speaking People and Ethnic/Cultural Organizations

**Office of Minority Health.....(800) 444-6472**

**Resource Center  
Rockwell II Building  
5600 Fishers Lane  
Rockville, MD 20857  
(Fax 301-443-8280)**

The Office of Minority Health (OMH) is dedicated to improving the health of minority populations, including African Americans, Hispanics/Latinos, Native Americans, and Pacific Islanders. The OMH publishes a *Pocket Guide to Minority Health Resources* that includes listings of state contacts, organizations, and sources of information on health issues including diabetes.

## **Chinese, Vietnamese:**

**South Cove Community Health Center.....(617)-482-7555**

**145 South St.  
Boston, MA 02111**

## **Haitian:**

### **Boston Medical Center**

- Services for Haitians with diabetes .....(617) 534-7709
- Basic diabetes information:  
Audiocassette in Haitian Creole.

For further information, write to:

Jean Moyer  
Boston Medical Center  
One Boston Medical Center  
Boston, MA 02118

## **Hispanic/Latino:**

### **Boston Medical Center**

The Latino Diabetes Clinic.....(617) 534-4256

---

**Massachusetts Diabetes Control Program ..... (617) 624-5070**

**Massachusetts Department of Public Health  
250 Washington St., 4th Floor  
Boston, MA 02108**

A program called *Diabetes y Usted* which uses peer educators (*Promotores de Salud*) to increase knowledge and awareness among Latinos with or at risk for Type 2 diabetes is offered through the following community health centers.

Four community health centers currently offer the *Diabetes y Usted* program:

**Brookside Community Health Center**  
(Jamaica Plain).....(617) 983-6040

**Greater Lawrence Family Health Center .....(978) 685-4860**

**Family Health and Social Service Center**  
(Worcester) .....(508) 860-7930

**Great Brook Valley Health Center**  
(Worcester) .....(508) 852-1805

**Latino Health Institute ..... (617) 350-6900**

**95 Berkeley St.  
Boston, MA 02116**

The Latino Health Institute is a community-based professional organization that promotes the health of the Latino community through culturally competent programming.

**La Alianza Hispana/Elderly Service Center.....(617) 427-7175 x208**

**407-409 Dudley St.  
Roxbury, MA 02119**

La Alianza Hispana provides low and no-cost advocacy for seniors on health, housing and other issues. A registered nurse is available for diabetes screening and education. Provides a Spanish language diabetes support group (days).

## **Native American:**

**Indian Health Service (IHS) .....(301) 443-1087**

**5600 Fishers Lane, Room 6-05  
Rockville, MD 20857**

The Indian Health Service (IHS) is a national organization that refers to local state and community services.

## **Portuguese:**

**Diabetes Association Inc. ....(508) 672-5671**

## **Russian:**

**Lynn Community Health Center.....(781) 581-3900**

**International Health Association of Russian Speaking Health Care Professionals.....(800) 395-1550**

**288 Walnut St.  
Newton, MA 02160**

Call the above number or **fax (617) 244-8925** to request a list of health care professionals who speak Russian.



---

# Health Care

When you have diabetes, it is important to have regular medical care. It is important to have a primary care doctor and to know where you can access specialty services specific to your diabetes needs. Information in this section will help you locate:

- Health services in Massachusetts, including ADA recognized diabetes education programs, community health centers, home care services and veteran's services.
- Diabetes Educators in your area
- Specialty services including eye care, foot care, services for the deaf and hard of hearing, services for persons with disabilities, and mental health services.
- Options to help you pay for diabetes services and supplies

## Health Services In Massachusetts

### ADA Recognized Diabetes Education Programs

Diabetes education programs are available at many hospitals and are often covered by insurance plans. Below is a list of programs recognized by the American Diabetes Association (ADA). Additional hospitals are currently working towards recognition by undergoing the ADA application process. Call your diabetes educator or your local hospital for further information.

**AtlantiCare Medical Center.....(781) 581-9753**

Diabetes Group Educational Series  
Lynn, MA 01904

**Baystate Medical Center .....(413) 784-4364**

Diabetes Teaching Program  
Springfield, MA 01199

**Boston Medical Center .....(617) 638-7470**

Outpatient Diabetes Education Program  
Boston, MA 02118

**Brigham and Women's Hospital.....(617) 732-7672**

Outpatient Diabetes Education Program  
Boston, MA 02115

**Deaconess Waltham Hospital.....(781) 647-6222**

Joslin Diabetes Center  
Waltham, MA 02554

**Department of Veterans Affairs .....(508) 583-4500 x2169**

Diabetes Self-Management Outpatient Education Program  
Brockton, MA 02401 Contact Ann Lynch, RN

- 
- Joslin Diabetes Center .....(617) 732-2628**  
Boston, MA 02215
- Lawrence General Hospital.....(978) 683-4000 x2426**  
Diabetes Education Center  
Lawrence, MA 01841
- Medical Center of Central Massachusetts.....(508) 793-6694**  
Diabetes Center  
Worcester, MA 01605
- New England Sinai Hospital and Rehabilitation Center .....(781) 297-1385**  
Dr. RA Fields Diabetes Center  
Stoughton, MA 02072
- The University of Massachusetts Medical Center .....(508) 856-3206**  
Diabetes Clinic  
Worcester, MA 01655
- Winchester Hospital.....(781) 756-4703**  
Diabetes Education Program  
Winchester, MA 01890

## **Community Health Centers**

### **The Massachusetts League of Community Health Centers.....(617) 426-2225**

Community Health Centers are affiliated with major hospitals and provide a full range of services at reasonable fees. You can call your local hospital or health center and explain that you have diabetes. If you don't have insurance or cannot afford medical care, request information about free care or a sliding payment scale. If the facility has a diabetes clinic, they will direct you to that department. If the facility does not have a diabetes clinic and cannot recommend a site, call the American Diabetes Association (ADA) at (800) 229-2559 or (508) 786-9520 for the name of a qualified program nearest you.

---

## Home Care

If you are homebound and require skilled care, you may be able to receive nursing or other medical care at home. Assessments are free, but in order to receive treatment you will need a doctor's order. Most insurance (including Medicare and Medicaid) will cover home care services. Check the yellow pages under "NURSING" in the telephone book, or call:

### **Home Health Agencies of Massachusetts .....(800) 332-3500**

Home Health Agencies of Massachusetts publishes a directory of member organizations that provide home-based care. Services include nursing, physical, speech and occupational therapy; home health aide services; specialty programs for seniors; HIV/AIDS case management; and free blood pressure clinics. Most agencies provide some diabetes services. Some agencies have bilingual staff members. Call Home Health Agencies at the above number to find the homecare organization nearest you.

### **Home Medical Service .....(617) 638-6100** **(For elders aged 60 or over)**

This is a service of the Mayor's Commission on Affairs of the Elderly and Boston Medical Center, for frail, homebound elders aged 60 or over. Transportation can be arranged, as well as translation services in Spanish, Russian, and Haitian Creole. Medicare, Medicaid, and private insurance is accepted; free care is available depending on a senior's income and whether he/she has insurance. No one is denied care because of inability to pay.

## Veterans' Services

If you are a veteran, you may be eligible to get care for your diabetes through a VA hospital. Call your VA Hospital, Veteran's Administration, or the national Department of Veterans Affairs.

### **Boston VA Medical Center .....(617) 232-9500 x4233**

Diabetes Clinic  
150 South Huntington Ave.  
Boston, MA 02130

### **Boston Veterans Center .....(617) 424-0665**

665 Beacon St., Suite 100  
Boston, MA 02215  
Counseling/mental health services for veterans



---

# How To Find A Diabetes Educator In Your Area

Call either of the organizations listed below:

## **American Association of Diabetes Educators (AADE) .....(800) 338-3633**

Provides names of certified diabetes educators (CDEs) by geographic area, throughout the United States.

## **Massachusetts Diabetes Control Program (MDCP).....(617) 624-5070**

Provides names of certified diabetes educators (CDEs) by geographic area, within Massachusetts.

## Specialty Services

### Eye Care

Diabetic eye disease is a serious problem that can lead to loss of sight. Eye disease may be developing even when your sight is good. Regular, complete eye exams, even when you're seeing fine, are important to protect your sight. If you don't have an eye doctor, ask your health care provider for the name of one. If you cannot afford an eye exam, ask about a payment plan or a free exam.

## **Massachusetts Society of Eye Physicians and Surgeons.....(617) 426-2020**

The Society is a professional medical organization dedicated to achieving accessible, appropriate and affordable eye care for the citizens of the Commonwealth by serving the educational and professional needs of ophthalmologists. The Society is involved in Diabetes 2000, a national, multi-year, professional education campaign to eliminate preventable blindness from diabetes by the year 2000. The Society's many Public Service Projects include:

- Speaker's Bureau: Offers a variety of informal talks for the general public and health care providers by member ophthalmologists
- The Eye Opener: Eye health newsletter for the public
- Free, statewide Senior Eye Health Screenings: Held every year in May in honor of Older Americans Month, cosponsored with the Executive Office of Elder Affairs and the Massachusetts Department of Public Health
- Second Sight: A campaign to make the public aware of services for partially sighted and blind individuals
- News Bulletins: Information about eye health care for people with diabetes
- Referral Services

---

**National Eye Care Project.....(800) 222-EYES (222-3937)**

**P.O. Box 429-098**

**San Francisco, CA 94142-9098**

Provides medical eye care for disadvantaged senior citizens age 65 or older.

**National Eye Institute .....(301) 496-5248**

**2020 Vision Place**

**Bethesda, MD 20892-3655**

Provides information about diabetes and eye disease.

## **Resources for the Visually Impaired**

If your vision is impaired due to diabetes or other causes, there are a variety of services available to you:

**American Council of the Blind .....(202) 467-5081**

**1155 15th St. NW, Suite 720**

**Washington, DC 20005**

Publishes a resource list of "diabetic resources for the blind and visually impaired", which lists information resources and products for visually impaired persons with diabetes.

**Boston Aid to the Blind .....(617) 323-5111**

**1980 Centre St.**

**P.O. Box 218**

**Boston, MA 02132**

Serves visually impaired persons aged 50 or older. Services include individual and group counseling, rehabilitation and recreational programs, and orientation and mobility training.

**The Carroll Center for the Blind .....(617) 969-6200**

**770 Centre St.**

**Newton, MA 02158**

Services include training in self-care for visually impaired people with diabetes; training in use of low-vision aids; individual, group, and family counseling; computer training; professional training; rehabilitation programs; recreational activities; residential rooms; and employment services. Publications:

- Resource manual for computer training
- Sensory Training Monographs
- Appliances and Aids Review
- "Facing the Wind"(sailing)

---

**Hadley School for the Blind .....(800) 323-4238**

**700 Elm St.  
Winnetka, IL 60093-0299**

Offers more than 100 tuition-free home study courses for blind persons of any age. The Parent/Child Program offers courses to parents of children with visual impairment.

**The Lighthouse Center for Education .....(800) 334-5497**

**Information and Resource Service  
111 East 59th St., 11th floor  
New York, NY 10022**

Provides information about vision loss and vision rehabilitation and helps callers locate resources in their area such as low vision centers, support groups, and vision rehabilitation agencies. Educational materials on diabetes and vision loss are available (single copy free; available in English, Spanish, Braille, or audiocassette).

**Lighthouse Consumer Products .....(800) 829-0500**

**36-20 Northern Blvd.  
Long Island City, NY 11101**

Consumer catalog lists numerous products to help people with impaired vision. Catalog and brochures are also available in Braille or audiocassette.

**Lowell Association for the Blind .....(978) 454-5704**

**174 Central St.  
Lowell, MA 01852**

Offers vision teaching, orientation and mobility assistance, adaptive equipment evaluation and training, assistive aids, Braille classes, craft classes, youth activities, sports and social activities, counseling referrals, support groups, volunteer training, drop-in center, and community education.

**Eligibility:** Blind/visually impaired

**Publications:** Consumer newsletter 6 times a year

**Massachusetts Association for the Blind .....(617) 738-5110**

**200 Ivy St.  
Brookline, MA 02146**

This agency has over 800 volunteers who assist vision-impaired people with shopping and other activities. Volunteers can make home visits if necessary. The agency offers statewide outreach services, information and referral. They have a mail order department for appliances, a Braille department that can translate pages into Braille (for a fee), and a recording studio.

**Eligibility:** Visually handicapped

- Variety of aids and appliances, catalog available in Braille, large print, or cassette
- Communications Center
- Residential sites for multi-handicapped adults
- Pre-vocational and vocational training for multi-handicapped adults
- Ivy Street School-residential program for multi-handicapped children (5-21 years of age)



---

**Massachusetts Commission for the Blind.....(617) 727-5550**

**Central Office:  
88 Kingston St.  
Boston, MA 02111**

A state agency offering services for legally blind, deaf-blind, and multi-handicapped blind residents of the Commonwealth. Services include social services for children, adults, and elders, information and referral, independent living, orientation and mobility, industries for the blind, technology program, vocational rehabilitation, medical assistance, advocacy, vending program, rehabilitation teaching, volunteer program.

- Electronic Bulletin Board: (617) 451-5327; electronic files of interest to legally blind people
- Publications: Brochure of Services, Focal Point quarterly newsletter

**Boston .....(617) 727-5550**  
**(800) 392-6450**  
**(TDD) (800) 392-6556**

**Springfield.....(413) 781-1290**  
**(V/TDD) (800) 332-2772**

**Worcester.....(508) 754-1148**  
**(V/TDD) (800) 392-6450**

**New Bedford .....(508) 993-6140**  
**(V/TDD) (800) 392-6450**

**Massachusetts Diabetes Control Program .....(617) 624-5070**

Free educational brochures on:  
Eye Care (English, Spanish, and Haitian Creole)  
Foot Care (English, Spanish, and Haitian Creole)  
Gestational Diabetes (English and Spanish)  
Preexisting Diabetes and Pregnancy (English and Spanish)  
Basic Nutrition (English)  
Diabetes Screening (English, Spanish, and Haitian Creole)

**Medical Center of Central Massachusetts .....(508) 793-6694**

Provides diabetes educational devices for individuals who are visually impaired

---

**The National Federation of the Blind.....(410) 659-9314**

**Materials Division  
1800 Johnson St.  
Baltimore, MD 21230**

Publishes a Resource Guide to Aids and Appliances, which is a compilation of companies and individuals offering products and/or information to help people with diabetes, especially blind people with diabetes, self-manage their disease.

Publishes a free newsletter called *Voice of the Diabetic*, which is available either in print or on audiocassette. The newsletter emphasizes good diabetes control, diet, and independence especially for people who are blind or losing vision. Call or write to the above address for more information.

**National Eye Care Project.....(800) 222-EYES (3937)**

**P.O. Box 429098  
San Francisco, CA 94042-9098**

Provides medical eye care for disadvantaged senior citizens age 65 and older.

**National Library Service for the Blind and Physically Handicapped.....(202) 707-5100**

**1291 Taylor St. NW  
Washington, DC 20542**

Provides books on diabetes in Braille or on audiocassette.

**Perkins School for the Blind .....(617) 924-3434**

**175 North Beacon St.  
Watertown, MA 02172**

Provides services for blind, deaf-blind, visually impaired, and multi-impaired children, teenagers, adults, and elders. The Perkins school is a private facility that primarily serves New England, but accepts students from all areas. Offers educational services for preschool grades through adult, summer school programs, professional training, reading materials and libraries, residential sites, rehabilitation, recreation, and employment programs.

**Recording for the Blind and Dyslexic.....(800) 221-4792**

**36A Hibben Rd.  
Princeton, NJ 08540**

Provides books on tape about diabetes.

---

**Resources for Rehabilitation.....(781) 862-6455**

**33 Bedford St., Suite 19A  
Lexington, MA 02173**

Publishes *Living With Diabetes* and *Living With Diabetic Retinopathy*, large print publications that describe service organizations, publications, and special equipment Available in quantities to healthcare providers. Call or write for a complete publication list.

**Sight Loss Services, Inc.....(800) 427-6842 (MA only)  
or (508) 394-3904 (Cape Cod and Islands)**

**775-D Rte 28, PO Box 414  
West Dennis, MA 02670**

Serves residents of the Cape and Islands; offers information and referral, support groups, extended telephone outreach, home rehabilitation, aids and appliances, education and awareness, agency networking, taping services, and friendly visiting.

**Talking Information Center (TIC).....(800) 696-9505 (MA only) or (781) 834-4400**

**P.O. Box 519  
Marshfield, MA 02050**

Provides a radio reading service for print-handicapped people in Massachusetts. Call for a list of affiliates in your area.

**Vision Foundation, Inc.....(617) 926-4232 or (800) 852-3029 (MA only)**

**818 Mt. Auburn St.  
Watertown, MA 02172**

Offers many services to people who are visually impaired, including magnifier evaluations, sunglasses assessments, safety methods in the home, reading alternatives, check-writing guides, and information on independent travel techniques.

Vision Foundation also offers monthly support groups, a Buddy Telephone Network, and an information and referral center. Call for a Vision Resource List, the majority of the resources listed are free or cost less than \$5.00.



---

## Foot Care

**American Diabetes Association (ADA) ..... (800) 229-2559 or (508) 786-9520**

“Feet First” brochure

**Lower Extremity Amputation Prevention (LEAP) Program .....(504) 642-4714**

**Gillis W. Long Hansen’s Disease Center**

**Rehabilitation Branch**

**5445 Point Clair Rd.**

**Carville, Louisiana 70721**

The LEAP program produces a “Prevention” pamphlet containing information on annual foot screening, patient education, appropriate footwear selection, daily self-inspection of the foot, and management of simple foot problems. Also available are “Foot Screening” booklets and “Caring for Your Feet” brochures and video tapes. These materials are distributed to health care professionals. For further information, ask your health care provider or podiatrist about ordering these materials.

**Massachusetts Diabetes Control Program ..... (617) 624-5070**

“Diabetes and Your Feet” brochure (Also available in Spanish, Haitian Creole)

**Massachusetts Podiatric Medical Society.....(978) 689-4701**

**707 Turnpike St.**

**North Andover, MA 01845**

- Referral to area podiatrists
- Patient and professional information
- Foot care screening information
- Educational seminars and materials for professionals

**National Institute of Diabetes and Digestive and Kidney Diseases.....(800) GET-LEVEL (438-5383)**

- Call to order a Diabetes Information Kit called “Do Your Level Best”.

---

## Therapeutic Shoes

If you have Medicare and you require therapeutic shoes, the following vendors are among those licensed to deal with Medicare coverage. Some of these vendors also have contracts with Medicaid; call the vendor for more information.

**Billerica — Scarfo Shoes, 787 Boston Rd. ....(978) 663-4346**

(Accepts Medicare; ask about Medicaid)

**Boston — Pedi-Mac Shoes, 59 Temple Place.....(617) 542-0992**

(Accepts Medicare and Medicaid)

**Orleans — Gigi Orthopedic Shoes, 34 Main St., Rear.....(508) 255-1429**

(Accepts Medicare; ask for assistance if you have Medicaid)

**Woburn — Bond Shoes, 409 Main St.....(781) 933-0602**

(Accepts Medicare and Medicaid)

**Worcester — Novacare, Parkview Towers, Suite 200, 255 Park Ave. ....(508) 756-8689**

(Accepts Medicare and Medicaid)

**Worcester — Prosthetic Orthotic Labs, 134 Lincoln St. ....(508) 753-4738**

(Accepts Medicare and Medicaid)

**Worcester — Footworks, 149 Shrewsbury St. ....(508) 755-8719**

(Accepts Medicare)

## Services for the Deaf and Hard of Hearing

**Massachusetts Commission for the Deaf and Hard of Hearing**

**(MCDHH).....Voice (617) 695-7500, TTY (617) 695-7600**

**210 South St., 5th Floor**

**Boston, MA 02111**

A state agency which offers free services to deaf, late-deafened, and hard-of-hearing people (birth through elderly) in Massachusetts. It includes the Department of Interpreter Services, the Fund for the purchase of Interpreter Services and Fund for Computer Aided Real-time Translation Services (CART), the Department of Communication Access, Training and Technology Services, Program Development and Special Services, Independent Living Programs., and the Massachusetts Assistive Technology Partnership.

---

## Services for Persons with Disabilities

### **Boston Commission for Persons with Disabilities.....(617) 635-3682**

Offers information, civil rights enforcement, technical assistance, and transportation listings to Boston residents who are unable to perform one or more activities such as walking, hearing, speaking, seeing, or eating.

## **Mental Health Services**

Issues such as stress management, eating disorders, depression, anxiety, and family adjustment may be of particular concern to persons with diabetes. Stress and other problems can negatively affect diabetes management. Several major hospitals provide mental health services that address these issues; however, these services may not be specifically related to diabetes.

### **Crisis Line (for mental health emergencies only).....(800) 981-HELP (4357)**

### **Massachusetts Department of Mental Health.....(617) 727-4923**

**Metro Boston Area Office**  
**20 Vining St.**  
**Boston, MA 02115**

### **Joslin Diabetes Center, Mental Health Unit.....(617) 732-2594**

**1 Joslin Place, Boston, MA 02115**

Professionals trained in counseling and diabetes management.

## **Impotence Information**

### **Encore Medical Products.....(800) 221-6603**

**2300 Plantside Dr., Louisville, KY 40299-1928**

Provides a device that assists men with impotence. Information is available by requesting a video or an instructional brochure, or by speaking with a counselor (8:30 a.m.-3:30 p.m. EST).

### **Pharmacia & Upjohn Customer Information.....(800) 242-2383**

**Sexual Function Health Council**  
**American Foundation for Urological Disease, Inc.**  
**300 West Pratt St., Suite 401, Baltimore, MD 21201**

Write to the above address to request booklets on impotence which describe causes and treatment options. Ask for a list of physicians in your area who specialize in treating impotence.



---

## Paying for Health Care

The following section contains information about health insurance and outlines some of the options that can help you pay for diabetes services and supplies.

There are several places where you can go to find medical care, even if you do not have any health insurance. Your options include local community health centers (described on page 11), and hospitals. Many hospitals offer free care or sliding fee scales; check with your local facility.

If you are having trouble finding information about affordable, accessible health care in your area, call the **Mayor's Health Line at (617) 534-5050 or (800) 847-0710 (Monday-Friday 9:00am-5:00 pm)**.

All persons in Massachusetts can call the Mayor's Health Line for information about health care services and coverage. You can ask questions about:

- Hospital and health center care in your area
- Public programs for the uninsured
- Primary care and specialty services
- Prenatal services and benefits for pregnant women
- Private insurance options for individuals and families
- Social services and advocacy services

## Diabetes and Health Insurance

### Know Your Options

Your insurance options may include the following:

- Group plans from your employer or association
- Individual plans
- Government-subsidized plans like Medicare or Medicaid (described in more detail below)

### Government Assistance:

#### Medicare

Medicare is a federal insurance program for people age 65 or older and certain disabled people who have been eligible under Social Security or Railroad Retirement for disability benefits for two years.

---

## **Medicare is divided into two parts:**

### **Medicare Part A: Hospital Insurance**

Part A is premium-free for most people and is designed to pay a portion of the costs for:

- Inpatient hospital care
- Limited skilled nursing facility care
- Intermittent home health care
- Hospice care

### **Medicare Part B: Medical Insurance**

Coverage for Medicare Part B is voluntary and requires payment of a premium which is usually deducted from your Social Security check each month. Part B is designed to pay part of the costs of doctors' services, outpatient hospital care, and durable medical equipment (DME). Refer to your Medicare Handbook for complete information on benefits. You can order a Medicare Handbook from the **Department of Social Security by calling (800) 772-1213.**

### **What does Medicare cover for diabetes?**

- Medicare Part A will cover short-term skilled nursing care in your home if you are homebound (i.e. teaching you to care for yourself if you have newly-diagnosed diabetes).
- Until July 1, 1998, Medicare Part B covers therapeutic shoes and may cover outpatient hospital diabetes education programs. For those using insulin, Medicare Part B covers meters, strips, lancets, and finger-sticking devices. As of July 1, 1998, Medicare will reimburse all patients with diabetes, regardless of treatment methods, for meters and strips and will also reimburse for non-hospital-based education and training services ordered by a physician.

### **What Medicare does not cover:**

- Some types of doctors' visits
- Non-skilled nursing or rest home care
- Routine physicals
- Syringes, insulin, or pills (unless you have a Medigap policy)
- Prescription drugs outside the hospital (unless you have a Medigap policy)

### **Medigap Policies**

Because of gaps in Medicare coverage, many people want to buy some kind of supplemental insurance. There are a wide variety of policies available to fill some of these gaps. Such policies are referred to as MEDIGAP plans. You must have Medicare Parts A & B to be covered by all Medigap policies. Before you buy Medigap insurance, be sure to see if it provides the kind of coverage you need. Only one comprehensive Medicare supplemental policy is necessary. Duplication of policies is costly and will not provide better protection.

### **For Further Information:**

The Health Care Financing Administration (HCFA) has a **Medicare Eligibility hotline at (617) 565-1273.** HCFA also publishes a free annual guide which gives detailed, up-to-date information about coverage and changes in the system. You can get a copy from HCFA or from the Social Security office in your area.

---

For answers to specific Medicare questions or for free legal assistance to resolve Medicare problems, call the **Massachusetts Medicare Advocacy Project (MAP) at (800) 323-3205 or (617) 536-0040.**

People over 65 needing assistance with Medicare applications may also call a **SHINE counselor at (617) 727-7750.**

## **Medicaid**

Medicaid is a program jointly funded by federal and state funds for certain people with limited incomes. It is also available to Supplemental Security Income (SSI) recipients and to elderly, blind, or disabled people who meet the financial requirements.

### **What does Medicaid cover?**

Medicaid pays for most necessary medical services provided by doctors, hospitals, clinics, visiting nurse associations, long-term care facilities, medical equipment suppliers, and therapists. Also included are x-rays, prescription drugs, blood sugar strips, and eyeglasses. A provider accepting Medicaid may not bill you for these services; however, Medicaid may require a copayment for some medical services.

Medicaid has special preventive health care services for children and adolescents under age 21. Medicaid will pay for regular medical checkups, immunizations, follow-up treatment, hearing and vision tests, prescription and non prescription drugs, and dental services for children who are Medicaid eligible.

When you apply for Medicaid, you may also ask about the Health Choices program, which allows you to choose a health maintenance organization (HMO), a community health center, or a preferred physician.

### **How can I apply and/or get more information?**

If you think you may qualify, you should contact the statewide MassHealth Customer Service Center or your local Department of Transitional Assistance office.

**MassHealth Customer Service Center (Statewide) .....(800) 841-2900**  
**or (800) 682-1062**

or write to:      **Division of Medical Assistance**  
Eligibility Operations  
600 Washington St.  
Boston, MA 02111

**SHINE Counselors .....(617) 727-7750**

Provide free assistance in filling out Medicaid applications for people over 65.



---

**Social Security Administration.....(800) 772-1213**

If you apply for SSI at the local Social Security office and are found eligible, you will automatically be eligible for Medicaid. Otherwise, you can apply in person at your local welfare office or by mail. In order to receive benefits, you **MUST** complete a Medicaid application and submit proof of the information you give. This includes (but is not limited to ) citizenship, residency, and income/assets status plus a copy of your Medicare card if appropriate.

**National Resources for Information About Health Insurance:**

Health Insurance Association of America  
Suite 1200  
1025 Connecticut Ave. SW  
Washington, DC 20036  
(800) 277-4486

American Diabetes Association (ADA)  
National Service Center  
1660 Duke St.  
Alexandria, VA 22314  
(800) 232-3472

**Learn The Insurance Language**

The following terms are commonly used by insurance companies:

**Benefits** – The amount paid for each covered service under the insurance contract.

**Claim** – The written form that you submit to the insurance company that requests payment for a health care expense.

**Copayment** – The amount or percentage you must pay for a service or product. The remaining cost is paid by the insurance plan.

**Deductible** – The amount you must pay before your plan covers a service. The deductible renews annually. Some plans may have separate deductibles for specific services, such as in-patient care.

**Durable Medical Equipment** – Equipment, hardware, or medical devices.

**Exclusions and limitations** – Items that are not covered by a health insurance policy. Knowing what is not covered is just as important as knowing what is covered.

**Medically necessary** – Most policies pay only for services that are medically necessary. Medically necessary usually means benefits and services prescribed by a physician that both the insurer and physician consider necessary and appropriate.

**Premium** – A regular payment made to the insurance company for the insurance contract.

**Preventive care** – Services that avoid illness or injury.

## Insurance Benefits Checklist for Diabetes— Related Services and Products

You may wish to speak to a representative in member services to ask for specific information about your diabetes care needs. Use this checklist to compare different plans.

### TYPE OF PLAN:

#### BENEFITS COVERED:

<b>Inpatient Hospital Care</b>			
Room and Board			
Hospital Services			
Physician Charges			
<b>Outpatient Services</b>			
Physician/Health Care Provider			
Access to Specialists			
Annual Eye Exam			
Laser Eye Treatments			
Foot Care			
Home Care			
Prenatal Care			
Diabetes Outpatient Education (Including Nursing and Nutrition)			
Counseling			
<b>Laboratory Tests</b>			
Glycosylated Hemoglobin Test			
Fasting Blood Glucose Test			
<b>Durable Medical Equipment</b>			
Insulin Infusion Devices			
Blood Glucose Monitoring Devices			
Therapeutic Shoes			
Prosthetic Devices			
<b>Ongoing Health Maintenance Supplies</b>			
Insulin; Oral Medications			
Insulin Administration Supplies			
Blood Glucose Testing Supplies: test strips lancets alcohol and cotton swabs			
Urine Testing Strips			
Foot Care Supplies			

---

# Medication and Supplies

## Insulin

**For emergencies only:** If you suddenly find yourself out of insulin, you can go to the emergency room of your local hospital. However, **don't wait until an emergency occurs!** Plan ahead.

If you cannot pay for drugs or supplies, tell your doctor or nurse. Some companies give supplies to doctors and nurses who then can give them to you. These companies will not give supplies to you directly, so it is very important to plan ahead before you run out and to keep regularly scheduled appointments with your doctor.

### **Eli Lilly and Company .....(800) 545-6962**

The Lilly Cares Program is a temporary assistance program implemented through your doctor's office. The first step is to have your doctor or nurse call the toll-free number above. Lilly Cares will then mail your doctor an application that will serve as a prescription. Once the application is completely filled out by you and your doctor and approved by Lilly, a pharmacy voucher will be mailed to you. At your local pharmacy you may use the voucher to obtain your insulin. A minimal copayment is required.

### **Novo Nordisk Pharmaceuticals Inc. ....(800) 727-6500**

Novo Nordisk's Patient Assistance Program is a temporary assistance program implemented through your doctor's office. To apply, you or your doctor may call the toll-free number listed above.

Novo Nordisk Pharmaceuticals, Inc.  
ATTENTION: Indigent Program Administrator  
100 Overlook Center, Suite 200  
Princeton, NJ 08540

## Diabetes Pills

Several companies offer programs to help people who are financially disadvantaged afford selected medications. These programs, known as "Indigent Patient Programs" are administered separately by each company, but some general information may help you know what to expect.

Your doctor or health care professional must contact the program on your behalf in order to initiate the application process. After your doctor completes the necessary forms and your application is approved, most companies will mail medications to your doctor, who will then give them to you.



---

To help your doctor complete your application, you may be asked to supply some or all of the following information:

- Name
- Social Security Number
- Mailing Address
- Telephone Number (if you have one)
- Birthdate
- Household Income
- Fixed monthly medical expenses
- Number of persons in your family
- Prescription Drug Coverage (Even if you have Medicaid, you may be eligible for an indigent patient program if you have exceeded the current year's limit of Medicaid coverage).

A few medications often taken by persons with diabetes and the corresponding pharmaceutical programs are listed below:

**Bayer — Indigent Patient Program .....(800) 998-9180**  
(*Precose; Generic name: acarbose*)

**Bristol Meyers Squibb — Customer Relations .....(800) 332-2056**  
(*Glucophage; Generic name: metformin*)

**Physician Requests should be directed to:**

Bristol Meyers Squibb Patient Assistance Program .....(800) 736-0003  
PO Box 9445 **Fax: (703) 760-0049**  
McLean, VA 22102-9998

**Hoescht Roussel Pharmaceuticals — Information .....(800) 445-4774**  
(*Diabeta; Generic name: glyburide*)

**Physician Requests should be directed to:**

HRPI Patient Access Program .....(800) 422-4779  
Hoescht Roussel Pharmaceuticals, Inc.  
Attn: Field Force Development HRPI-BB  
Route 202-206  
PO Box 2500  
Somerville, NJ 08876-1258

---

**Pfizer Inc. — Indigent patient program .....(800) 646-4455**

*(Glucotrol; Generic name: glipizide)*

**Physician Requests should be directed to:**

Pfizer Indigent Patient Program  
PO Box 25457  
Alexandria, VA 22314-5457

**Upjohn — Information.....(914) 769 5400**

*(Micronase & Glynase; Generic name: glyburide)*

**Physician Requests should be directed to:**

Upjohn Patient Assistance Program.....(800) 242-7014

## **Other Medications**

Other medications may be available through Indigent Patient Programs (described above) for people who have difficulty affording medications. The Directory of Prescription Drug Patient Assistance Programs lists which programs are offered by various pharmaceutical companies. Your doctor can order a copy by calling **(800) PMA-INFO (762-4636)**.

## **Lower Cost Medications and Supplies**

The cost of diabetes supplies and medications varies widely. Several national companies offer mail-order service. In Massachusetts, pharmacies that offer supplies and medications at affordable prices, have mail-order services, and accept most insurance policies include:

**Wayland Apothecary.....(800) 832-1397**

302 Commonwealth Rd.  
Wayland, MA 01778

**Hospital Center Pharmacy .....(800) 824-2401**

433 Brookline Ave.  
Boston, MA 02215



---

## Blood Glucose Strips

On December 29, 1994, Massachusetts passed a law that requires private insurance companies to cover blood sugar test strips for people with insulin dependent diabetes. The law is retroactive to July 10, 1994. The following health insurance policies cover test strips:

- Individual or group commercial insurance issued in Massachusetts
- Individual or group Blue Cross/Blue Shield insurance issued in Massachusetts
- Group HMO coverage issued in Massachusetts

(**NOTE:** Individual HMO policies are not covered; however, most HMO policies cover strips; check with your insurance company.)

**Medicaid:** Covers test strips

**Medicare (part B):** Until July 1, 1998, covers test strips for people who use insulin. As of July 1, 1998, will cover test strips for all enrollees with diabetes.

## Blood Glucose Meters

Monitoring your blood sugar regularly is a very important part of controlling your diabetes. Home blood glucose meters vary in price. If you have difficulty obtaining a meter, tell your doctor, nurse, diabetes educator, or pharmacist that you need a meter. Rebates are often available.

**Medicare:** Until July 1, 1998, if you use insulin, Medicare Part B will cover the cost of a home blood glucose meter if your doctor has prescribed home monitoring and has filed the proper forms with Medicare. Your doctor must fill out a certificate of medical necessity (CMN) form for you. As of July 1, 1998, Medicare Part B will cover meters for all enrollees with diabetes.

**Medicaid:** Covers meters with prior approval.

Special meters for people who have severe visual impairment are covered by Medicaid, Medicare, and some insurers.

## Manufacturers of Blood Glucose Meters:

**Bayer Corporation** .....(800) 348-8100

**Meters:** Glucometer Elite, Glucometer Encore

**Toll-free Line:** Available 24 hours a day, English and Spanish

**Products:** Instructional video demonstrating meter use upon request

---

**Boehringer-Mannheim Corporation.....(800) 858-8072**  
**(TDD) (800) 858-8074**  
**(Fax) (800) 858-8073**

**Meters:** Accucheck Instant, Accucheck Advantage, Accucheck Easy,  
Accucheck III, Tracer II

**Toll-free line:** Available 24 hours a day, English and Spanish, translators available  
for other languages

**Products:** Instructional video demonstrating meter use upon request  
Self Test Diary

**Lifescan Incorporated.....(800) 227-8862**  
**(TDD) (800) 227-8862**  
**(Spanish) (800) 381-7226**

**Meters:** One Touch Profile, One Touch Sure Step, One Touch Basic,  
One Touch II

**Toll-free line:** Available 24 hours a day; separate lines for English and Spanish,  
translators available for other languages

**Products:** Instructional video demonstrating meter use  
Logbook for blood glucose testing  
The Monitor: A quarterly newsletter  
Telephone Library: Information on 18 diabetes-related topics,  
(800) 847-7226

**Medisense Incorporated.....(800) 527-3339**

**Meters:** Precision QID, Medisense II, Exactec

**Toll-free line:** Available 24 hours a day, leave message for translation service

**Products:** Logbook for blood glucose testing

**Medic Alert ID Bracelets.....(800) 432-5378**

Medic-alert ID bracelets will inform paramedics and emergency personnel of your diabetes and any other conditions in the event that you suffer an accident or emergency. You will receive a wrist or neck emblem engraved with your critical medical facts and the Medic-Alert 24-hour hotline number. Emergency personnel can call the Medic-Alert Emergency Center for medical details from your confidential computerized record including your conditions, medicines, allergies, doctor and family contacts. Financial assistance is available with proof of inability to pay.

---

# Nutrition

Eating the right foods at the right times is a very important part of controlling your diabetes. Registered Dietitians (RDs) and nutritionists are trained to help.

**American Diabetes Association, Mass. Affiliate .....(800) 229-2559 or (508) 786-9520**

- Patient and professional materials on diet and nutrition
- Professional membership referral service

**Diabetes Association Inc.....(508) 672-5671**

- Offers a 4-week Diet and Education Program, led by a registered dietitian, with discussions on exchanges, sick days, eating out, exercise, and more.
- Sponsors an in-home teaching program with a heavy emphasis on diet teaching
- Nutrition teaching also provided in Portuguese and Khmer
- Referrals to dietitians for individual nutritional counseling

**Massachusetts Diabetes Control Program .....(617) 624-5070**

Helps you locate a nutritionist in your area

**Massachusetts Dietetic Association.....(781) 431-6421**

Provides a list of nutrition consultants and their specialties

**USDA Center for Policy and Promotion.....(202) 208-2417**

1120 20th St. NW

North Lobby, Suite 200

Washington, DC 20036

Provides a booklet called *The Dietary Guidelines for Americans* which gives basic nutrition guidelines for you and your family. To obtain a free copy, write to the above address or call the above number.

## Eating Disorders

Eating disorders such as anorexia and bulimia are serious conditions, especially when combined with diabetes. Eating disorders must be treated with the help of trained professionals. People with diabetes and their family members who have food-related issues and concerns can contact the Mental Health Unit of the Joslin Diabetes Center at (617) 732-2594.



---

## Cookbooks & Recipes

**American Diabetes Association, Mass. Affiliate .....(800) 229-2559 or (508) 786-9520**

Has several cookbooks and recipe selections such as: *Diabetic Meals in 30 Minutes or Less*, *The Family Cookbook*, *Flavorful Seasons Cookbook*, *Month of Meals*, and many others. Call for price and ordering information.

**EQUAL/Nutra-Sweet Consumer Center .....(800) 323-5316**

Distributes free recipe books and product information for people with diabetes. Large print materials are also available.

**Joslin Diabetes Center Publication Office.....(800) 344-4501**

*The Joslin Diabetes Gourmet Cookbook* (\$27.95). Contains over 500 recipes.

**National Diabetes Information Clearinghouse .....(301) 654-3327**

**1 Information Way  
Bethesda, Maryland 20892-3560**

Offers a bibliography called *Diet and Nutrition: Guides, Manuals, Fact-Sheets, and Cookbooks for People with Diabetes*.

---

# Social Services

Living with diabetes is not easy. In order to optimally manage diabetes, life's basic needs must be met. This section will give resources for support groups, food, housing and transportation.

## Diabetes Education and Support Groups in Massachusetts

Support and education groups allow people to share information about diabetes and to enjoy social activities, or take advantage of an educational program. These groups do not replace an individual diabetes teaching program; they cannot give medical advice. Most groups are led by a nurse or nutritionist who has an interest in diabetes. Many are free. Each group has a specific audience; call the numbers listed below to check times and locations. Please note that new groups are forming continuously, and some groups may become discontinued.

### Amherst

**Diabetes Basics** (two-part class)

(\*group is free and open to members of Kaiser Permanente)

**Kaiser Permanente**

Contact: Health Education .....(413) 256-5195 or (800) 847-7526 x5195

### Arlington

**Adult Diabetes Group**

**Symmes Hospital**

Contact: Laurie Pariseau .....(781) 641-7799

### Ashburnham

**Central Massachusetts Parents & Children Together**

(for children with diabetes and their parents)

**Steven's Memorial Library**

Contact: K. Landry .....(508) 874-0032

### Athol

**Adult Diabetes Group**

**Athol Memorial Hospital**

Contact: Bonnie Hathaway, RD or Chris Clark, RN .....(978) 249-3511 x149

### Attleboro

**Diabetes Education Programs**

Contact: Jean Stringham .....(508) 236-7151



---

## **Beverly**

*General Diabetes Group*

**Beverly Hospital**

Contact: Frances Larkin .....(978) 283-4001 x131

## **Boston**

*Haitian Diabetes Support Group*

**Boston Medical Center**

Contact: Lilly Green .....(617) 534-7709

*General Diabetes Group*

**Joslin Diabetes Center**

Contact: Adrienne Sternthal .....(617) 732-2594

*Teen Education Program*

*Preschoolers and Early School Age Family Program*

**Joslin Diabetes Center**

Contact: Pediatrics (open to Joslin patients) .....(617) 732-2603

*Spanish Speaking Group*

**La Alianza Hispana**

Contact: Adult Day Health Program.....(617) 427-7175 x208

## **Burlington**

*Parent Group*

**Winchester Hospital**

Contact: Susan Powers, RN.....(781) 756-4710

## **Cape Ann, Gloucester**

*General Diabetes Group*

**Addison Gilbert Hospital**

Contact: Frances Larkin, RN .....(978) 283-4001 x131

## **Cape Cod, Hyannis**

*Adult Diabetes Group*

**Cape Cod Hospital**

Contact: Doreen Fingado, RN.....(508) 862-5115

## **Concord**

*Adult Diabetes Group*

**Emerson Hospital**

Contact: Susan Kutenplon, RN .....(978) 287-3054

---

## **Fall River**

### ***Adult Diabetes Group***

#### **Charlton Memorial Hospital, Diabetes Treatment Center**

Contact: Mindy Morley .....(508) 679-7143

### ***Adult Diabetes Group***

#### **St. Anne's Hospital**

Contact: Education Department .....(508) 674-5600 x2390

## **Lynn**

### ***Adult Diabetes Group***

#### **AtlantiCare Medical Center**

Contact: Ann Gheringhelli .....(781) 581-9753

## **Marlboro**

### ***Adult Diabetes Group (Days)***

### ***Adult Diabetes Group (Evenings)***

#### **Marlboro Hospital**

Contact: Sandra Krafsig, RN .....(508) 481-5000 x5055

## **Medford**

### ***Older Adult Support Group (days)***

#### **Mystic Valley Elder Services**

Contact: Katie Anooshian .....(781) 324-7442 x304

## **Methuen**

### ***Adult and Children's Diabetes Group***

#### **Valley Medical Associates**

Contact: Ed Kotzen .....(603) 894-1118

Edie Longo, RN .....(978) 683-9179

## **Milford**

### ***Adult Diabetes Group***

#### **Milford-Whitinsville Regional Hospital**

Contact: Jo Fleming .....(508) 473-1190 x2396

## **Natick**

### ***Adult Diabetes Group***

#### **Leonard Morse Hospital**

Contact: Linda MacKay .....(508) 383-1147

---

## **Newburyport**

### ***Adult Diabetes Group***

#### **Anna Jaques Hospital**

Contact: Fred Buzzell, RN .....(978) 463-1049

## **Norwell**

### ***Adult Diabetes Group***

#### **Visiting Nurses Association**

Contact: Mary Jo Hogan, RN .....(781) 659-2342

## **Pittsfield**

### ***General Support Group***

#### **Berkshire Medical Center**

Contact: Staffing Office .....(413) 447-2335

### ***Western Mass. Parents and Children Together***

(for parents and their children with diabetes)

#### **Berkshire Medical Center**

Contact: Nancy Crouse .....(413) 743-5478

## **Plymouth**

### ***Adult Diabetes Group***

#### **Jordan Hospital**

Contact: Information Line .....(800) 750-5343

## **Springfield**

### ***Adult Diabetes Group***

#### **Baystate Medical Center**

Contact: Barbara Mastalerz, RN .....(413) 784-4364

### ***Pediatric Diabetes Group***

#### **Baystate Medical Center**

Contact: Joanne LaFlan .....(413) 782-2230

## **Stoughton**

### ***Adult Diabetes Group*** (day and evening)

#### **New England Sinai Hospital**

Contact: Sandra Kilgallen, RN .....(781) 297-1389

---

## **Waltham**

*Joslin Diabetes Center*

**Deaconess/Waltham Hospital**

Contact: Mary Rushton, RN .....(617) 647-6222

## **Woburn**

*Adult Support Group*

**Community Health Institute**

Contact: Susan Powers, RN.....(781) 756-4710

## **Worcester**

*Adult Type 1 Diabetes Group (Ages 18-49)*

*Adult Type 2 Diabetes Group*

*Diabetes Update Programs* – offered three times a year on topics of  
pertinent interest

**Medical Center of Central Massachusetts**

Contact: Laura Simpson, RN, CDE.....(508) 793-6694

## **New Hampshire:**

### **Salem, N.H.**

*Adult Diabetes Group*

**Northeast Rehabilitation Center**

Contact: Mary Breen, RN.....(603) 898-5023



---

## Food

### Councils on Aging

Check your telephone book for your local senior nutrition program, both for meal sites and home delivered meals.

### Emergency Food Assistance Program .....(617) 388-3300 x506

A federally funded program under the direction of the United States Department of Agriculture, in cooperation with Massachusetts Department of Transportation, that distributes surplus foods to low-income households through local public or private non-profit agencies which operate as emergency food pantries.

### Fair Food.....(617) 288-6185

This program assists low income persons of all ages; it is not necessary to fill out any paperwork to prove your eligibility. One dollar or less will buy a bag of food. Emergency help is also available. Serves Boston, Lowell, Holyoke and the North Shore.

### Food Source Hotline.....(800) 645-8333 or (617) 523-7010

Toll-free statewide number to receive information on federal, state and locally funded food resources including food stamps, feeding programs and food pantries. Confidential screening for food stamp eligibility.

SHARE (Self Help Resource Exchange) is a network of community agencies, churches, and labor unions which participate in a collective food purchasing plan. Call the above number to find out where and how to join.

### Food Stamp Application Assistance .....(800) 249-2007

Assists low-income families or individuals with applying for food stamps.

### Little Brothers/Friends of the Elderly .....(617) 451-2404

This program assists primarily homebound elders age 70 and older, in Boston, who require emergency food assistance. Up to five days' worth of canned goods, milk, juice, and bread are delivered within 24 hours of a request. A referral is requested.

### Salvation Army .....(617) 542-5420

The Salvation Army provides information, referral, and assistance with rent, utility bills, food and clothing.

---

## Housing

### Action for Boston Community Development

**Housing Services Program.....(617) 357-6000**

178 Tremont St.  
Boston, MA 02111

Offers information, counseling, mediation, and advocacy.

**Executive Office of Housing and Community Development.....(617) 727-7130**

Publishes a free directory on "How to Obtain Housing Assistance in Massachusetts".

**La Alianza Hispana/Elderly Service Center.....(617) 427-7175 x208**

407-409 Dudley St.  
Roxbury, MA 02119

La Alianza Hispana provides no-cost advocacy for seniors in Boston on housing and other issues.

**Massachusetts Tenants Organization .....(617) 367-6260**

Tenant's Rights Hotline

## Transportation

### Special Needs

**MBTA.....(800) 533-6282**

Office for Transportation Access (617) 222-5123  
10 Park Plaza, Room 4730 (TDD) (617) 222-5415  
Boston, Massachusetts 02116

**The RIDE:** The RIDE is a service operated by the MBTA in Boston and many other areas for people who have a mental, physical, or sensory disability that prevents them from using general public transportation. This includes people who have an extreme difficulty or inability to see, walk, use stairs or escalators, stand in moving vehicles, or ride an MBTA bus. The RIDE operates taxicabs and wheelchair lift-equipped vans that provide door-to-door transportation to eligible persons. Drivers will provide assistance into and out of vehicles. This service requires advance notice, and all trips must originate and terminate within the service area with the exception of transfers. *There are no restrictions on the types of trips you wish to take.* Service hours in each community vary slightly and are included in the Rider's Manual which is sent to all registered customers.

---

**Application process:**

Before requesting a ride, a person must be accepted and registered for the service. Additional information and an application form for the RIDE may be obtained by contacting the MBTA Office for Transportation Access at the above address. Upon completion of the registration process, each eligible applicant receives a passenger identification number and a detailed information package describing use of the RIDE service. As of October, 1997, the one-way fare is \$1.00; tickets must be pre-purchased from the MBTA (tickets are available in \$8, \$16, \$32 booklets).

**Additional MBTA Accessible Services:**

**Call-A-Lift Bus Program.....(800) LIFT BUS (543-8287)  
(TDD) (617) 722-5415**

- For information on accessible rapid transit and commuter rail, call.....**(617)-722-5123 or (800) 533-6282  
(617)-722-5415 (TDD)**
- For information on reduced fare passes for senior citizens and persons with disabilities, call .....**(617) 722-5438 or (TDD) (617)722-5854**

**Worcester:**

**WAVE .....(508) 756-7149**

A similar program is also offered by the WRTA. WAVE (Worcester Area Van Express) gives rides to those with special needs for \$1.00 or more each way. For more information call the WAVE office at the number above.

**Senior Transportation Services****Boston:**

**Metropolitan Boston Transit Authority (MBTA) .....(617) 222-5976 or (TDD) (617) 222-5854**

Offers discounts to seniors on the local transit system.

**Senior Shuttle.....(617) 635-3000**

For people over the age of 60, the MBTA operates a free, handicapped-accessible senior shuttle service seven days a week by appointment. You should plan to make an appointment 3-5 days in advance. Priority is given to people who need transportation to medical care, but the shuttle will also assist with shopping and social needs.

**Senior Cab Vouchers .....(617) 635-4050**

Seniors may purchase vouchers for taxi service in Boston at a 40% reduction.



---

**Little Brothers/Friends of the Elderly .....(617) 451-2404**

This free program assists elders age 65 and older with transportation to medical appointments. One week's notice and referral from another agency is required.

**La Alianza Hispania .....(617) 427-7175**

**Match-Up Interfaith Volunteers .....(617) 536-3557**

This program offers a free last-resort medical escort service for frail elders who have no other support available. One to two week's notice and referral from another agency is required.

**Other Regions:**

Call your local Council on Aging. If you are a client of the area Home Care Corporation, you may be eligible for transportation to and from medical appointments.

**Amtrak .....(800) 872-7245**

**Greyhound .....(800) 231-2222**

Both Greyhound and Amtrak offer special services for people with disabilities.

**Pioneer Valley Transit Authority (PVTa) .....(413) 734-1040**

Offers discounts to seniors on the local transit system.

**Worcester Regional Transit Authority (WRTA) .....(508) 797-5560**

Offers discounts to seniors on the local transit system.

**Medicaid Taxi and Chair Cars.....(617) 474-1444**

This free transportation service is available to those on Medicaid or SSI seven days a week for medical appointments only. No notice is required, but getting signed-up initially can take several weeks.



---

# Making an Impact: Communicating with Policymakers

Although you may feel that your personal needs are not important to elected officials, they are. Your policy-makers need to be aware of your health care needs in order to make positive changes. It is important to let your legislators know if you have no health insurance or if you are having trouble affording the services and supplies you need to take care of your diabetes. Handwritten letters are the most effective means of communicating with elected officials; a telephone call is also helpful.

Below are some tips provided by the American Diabetes Association on letter writing and telephoning elected officials.

## Letter Writing

- State the purpose of your letter
- Provide personal examples of how diabetes affects your life. For example, state particular problems you have had with accessing medical care and/or getting health insurance (you may mention difficulties you have experienced with preexisting condition clauses, high premiums, long waiting periods, or taxes on blood glucose monitoring supplies).
- Keep your letter to one main topic
- Avoid hostile language
- Ask for something specific
- Ask for a written response
- Include your name and address
- Properly address your elected officials

## Phone Calls to Elected Officials

- Don't be afraid to call
- Make notes before calling
- Identify yourself and reason for calling
- Use personal examples
- If you are calling about a specific piece of legislation, identify the bill title or number (call the American Diabetes Association for help!)
- Avoid angry exchanges

To obtain a list of state legislators and to ask questions about writing or calling your legislator, call the **American Diabetes Association (ADA)** at **(800) 229-2559** or **(508) 786-9520**.

***Remember, every letter and call helps!***

## Notes

This image shows a single sheet of bright yellow paper with horizontal black ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.









